



the star



Gena and the Royal Australian Airforce celebrate 100 years!

See story page 7.



Inside:

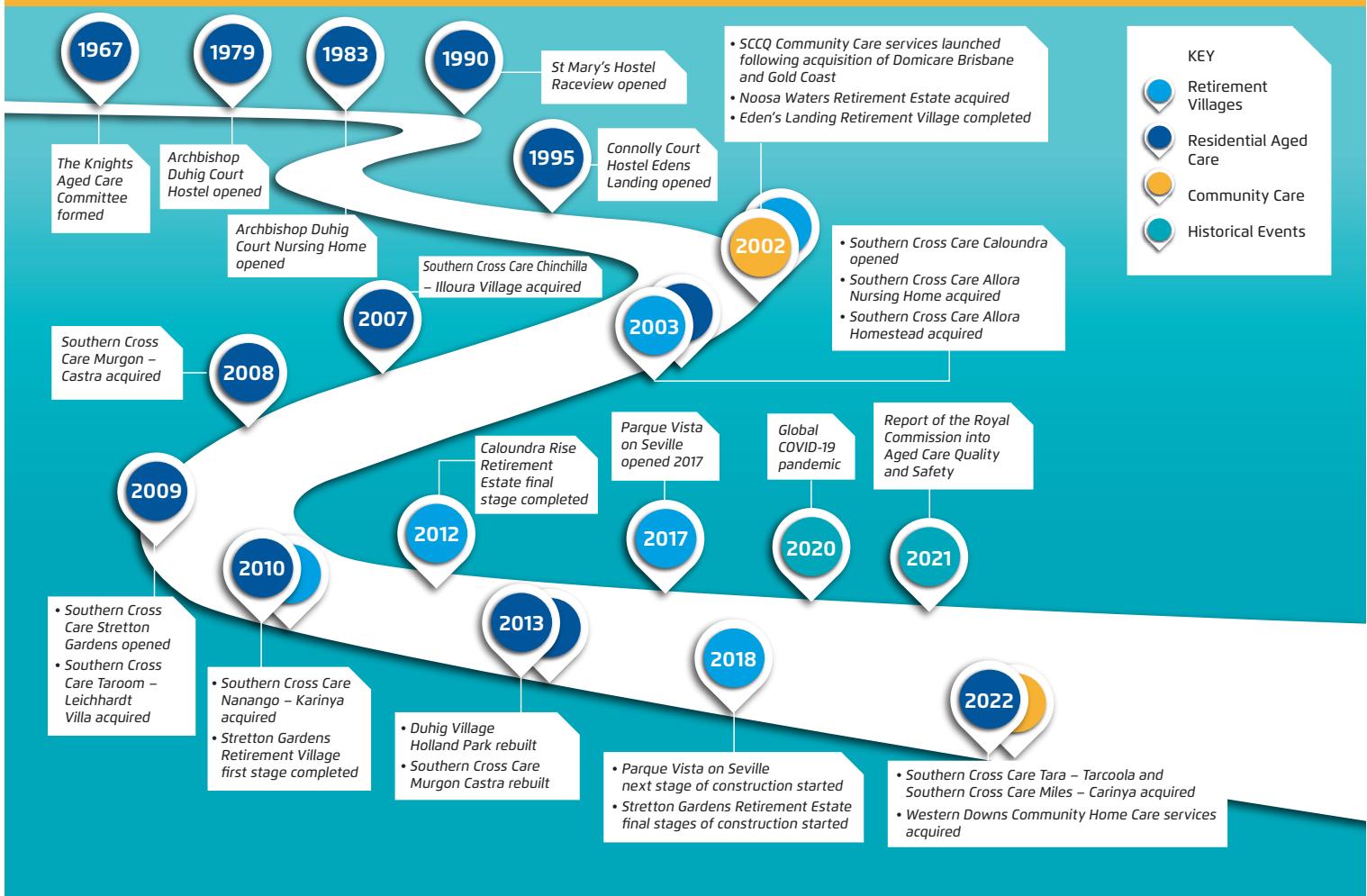
Welcome to the family Western Downs!
Honouring lives with palliative care
Legacy of Knights of the Southern Cross captured in print

Contents

- 4** Welcome to the family Western Downs!
- 7** Our Gena and the Royal Australian Airforce celebrate 100 years!
- 8** A birthday wish for Cathy
- 9** Honouring lives with palliative care
- 10** Regional Education & Training Hub a step closer
- 11** Lifetime of love lives on in Miles
- 12** Legacy of the Knights of the Southern Cross captured in print
- 13** A wing and a prayer: Christine conjures a chopper to save the day
- 14** Health and wellbeing: Positive interactions as we age
- 16** Across our Residential Aged Care homes
- 18** Easter Reflection
- 19** Letters of thanks to our unsung heroes
- 20** What's cooking? Get to know some of our amazing Hospitality Team at SCCQ!
- 21** Flora and fauna to fawn over
- 22** Train your brain
- 23** Our services across Queensland

On the cover: Group Captain Iain Carty, Senior Australian Defence Force Officer at RAAF Base Amberley, presenting SCC Caloundra resident, Gena Liddicoat with a framed memento and a Certificate of Commemoration. See more on page 7.

Our journey serving the community so far...



Welcome message

From Chief Executive Officer Jason Eldering



Some of the greatest thinkers throughout history have sung the praises of adaptation as the key to surviving and thriving – and anyone who has lived long enough will probably agree!

In the words of Albert Einstein, 'The measure of intelligence is the ability to change.'

Thought-leader John Maxwell said, 'The pessimist complains about the wind, the optimist expects it to change, the leader adjusts the sails.'

And British writer, the late Vivian Green ventured, 'Life isn't about waiting for the storm to pass. It's about learning to dance in the rain.'

In March, we shared our COVID-Safe Visitor Management Plan with our Residential Aged Care community. It uses a risk-based approach, based on best practice public health guidelines, to scaling up and scaling down preventative measures to keep our elders safe in the COVID world.

It's not always easy to adapt and change when life throws a curve ball at us like a deadly pandemic. In caring for our vulnerable elders, we find little joy in wearing face masks, undergoing surveillance rapid antigen testing or going into short-term quarantine, but these are some of the ways we have all adapted for the greater good and to keep those we love safe.

I hope all of you who have taken these measures in your stride and adapted so magnificently to living in a pandemic know that your selfless actions are making a positive difference. In practice, we have been able to stop the spread of COVID in its tracks, discovering more than 100 COVID-positive cases among asymptomatic residential aged care visitors, staff and returning residents over recent months. Quite simply, your actions in following such protocols are saving lives! I am immensely proud and deeply appreciative of all of you do. Thank you!

In the spirit of adaptation, we continue to listen deeply and whole-heartedly to you, to truly understand how we can grow communities where best lives are lived. Our **Customer Insights** team, headed by our Chief Customer Officer, Meredith Hall, invites regular one on one conversations with our aged care residents and families, retirement living community and community home care clients. We believe this program, now in its second year, is leading edge within our industry.

I am pleased to say that through our **Deep Listening** program, we continue to gather regular insights into how we can continually improve our services to you. I always say it 'takes a village' and quite simply, we cannot do this alone, without working in partnership with you. As a program that deep-dives into the granular and individualised needs of those we serve, the impact your feedback is having is too vast to cover here. But what I can share is that Deep Listening is allowing us to:

- establish trust by demonstrating that we value what you say and take it seriously
- cultivate authentic connections as we strive to create a community where you feel genuinely known and loved
- clarify what is really going on
- enable new possibilities to surface.

As imperfect humans, we won't always get it right. Our intentions at SCCQ, however, are rock solid. We continue to draw on the legacy of our founding fathers, the Knights of the Southern Cross, as we aspire to build a sustainable SCCQ that ensures a legacy for another 40 years and more.

The Knights teach us by example our values of *Service, Courage and Compassion* and our Mission – *to value and respect all human life*. And through Deep Listening – and active adaptation – our hope is that together, we will build an innovative and sustainable model of ageing well aligned to ever-evolving needs.

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

Yours in service,
Jason Eldering

Welcome to the family Western Downs!



CEO Jason Eldering welcoming residents and community home care clients over lunch at SCC Miles (Carinya).



Tarcoola resident Tom at the BBQ lunch.

'Welcome to the Family BBQs' were held at SCC Tara (Tarcoola) and SCC Miles (Carinya) in mid-April, to celebrate the completion of the landmark transfer of both Residential Aged Care homes, along with Western Downs Regional Council's Community Home Care services to Southern Cross Care Queensland on 1 April.

"On 1 April 2022, we began a new chapter in our 40 years' plus of service across Queensland! We feel privileged to extend our service to the people of the Western Downs and to have many of the existing service staff come across to join us on this journey," SCCQ CEO Jason Eldering said.

"We warmly welcome to the SCCQ family, more than 70 new employees, around 250 community home care clients and up to 50 new residents at Tarcoola and Carinya.

"Our vision is to grow communities where best lives are lived and that means supporting people to age well in the place they call home," he said.

Residents, families and community home care clients enjoyed a BBQ lunch, mingled with staff and were

each invited to take a small gift to mark the historical occasion.

Southern Cross Care Head of Pastoral Services, Julie Walden, offered a prayer of thanks and blessing at each site, while Western Downs Regional Council Mayor, Cr Paul McVeigh was delighted to attend the event at Tarcoola.

"Our core focus has always been about ensuring our community has the ability to age in place by having access to quality aged and community care services, and this has been achieved through the transfer to SCCQ," the Mayor said.

While this is a significant step forward, both Council and SCCQ believe this is just the first step towards securing an innovative regional strategy for sustainable aged care in country Queensland.



Residents Ray and Ivy Hite enjoying lunch and a welcome gift pack.



Enjoying celebrations at Tarcoola L-R are Helen Sells, Clinical Manager Toni White, Jeanette Smith and Lois Webb.



SCC Tara (Tarcoola) staff all smiles under the umbrella of Southern Cross Care Queensland.
L-R Personal Carer Deb Arnold, Clinical Manager Toni White and Personal Carer Fiona Smith.



Western Downs Regional Council Mayor, Paul McVeigh addressed the Tarcoola community.

"The job is far from over, and Council – in partnership with SCCQ – will continue to advocate on behalf of the community for investment and action to address health professional shortages, and innovative models of care that meet current and future demands of people growing older in regional areas."

Western Downs Regional Council Mayor, Paul McVeigh

EDENS LANDING

RETIREMENT ESTATE

Villas
Now Selling
\$214,000 -
\$350,000*



Live independently with care and support available if and when you need.

If you're looking for a close-knit, safe and secure community to call home, this is it! Located in the leafy green neighbourhood of Edens Landing and within walking distance to local shops, parklands and train station, this community really offers you the chance to unwind and enjoy your retirement.

- Fresh, bright independent living 1 and 2 bedroom villas
- Enjoy elevated bushland views and beautiful breezes
- Walking distance to the local shops and public transport
- Located in quiet leafy green cul-de-sac
- Flexible payment options and month trial period
- In-home care and support services available if needed
- Co-located Aged Care residences available if/when you need

enquiries@sccqld.com.au | 07 3805 5300 | [f](#)

sccqld.com.au/retirement-living/edens-landing/

20 Loane Drive, Edens Landing QLD 4207

Prices correct at time of printing and subject to change.



Our Gena and the Royal Australian Airforce celebrate 100 years!



L-R: Gena's nephew Jeremy and his wife Lorraine with the proud Centenarian.



L-R: Jeremy, Gena and RAAF Group Captain Iain Carty, CSM.

SCC Little Mountain (Caloundra) resident, Gena Liddicoat, has lived a life of service, courage and adventure.

Born 2 August 1921 in Bundaberg, Isabel (Gena) Liddicoat is the eldest of three children. Gena has many happy memories of her childhood in Gladstone, including many leisure hours at the beach with her siblings.

With schooling over, Gena's world expanded. She worked in a number of different roles, including as an air hostess after WWII bringing migrants from Europe to Australia and was stationed in Cairo and Melbourne.

Gena moved to Toowoomba to study nursing for three years and on 10 March 1958, was granted her commission with the Royal Australian Air Force. After 11 years and 85 days of RAAF service, she completed her commission on 2 June 1969.

Gena served as a RAAF Nursing Officer during the second World War and embarked on many adventures, even being selected to meet the Queen during Her Majesty's visit to Australia in 1963!

Ever energetic, Gena was posted to the RAAF Hospital Butterworth in Malaysia during the Vietnam War, where she tended to the wounded who were often evacuated by air from Vietnam in dangerous missions in the dead of night.

Earlier this month at SCC Caloundra, a special ceremony – delayed a year thanks to COVID – acknowledged Gena's significant contribution to the RAAF, marking its and Gina's Centenary year!

Group Captain Iain Carty, Senior Australian Defence Force Officer at RAAF Base Amberley, presented Gena with a framed memento of three medallions (2021 Centenary, Chief of Air Force and Warrant Officer of the Air Force) and a Certificate of Commemoration personally signed by the Chief of Air Force and Warrant Officer of the Air Force.

When asked for tips on living to 100, a frank Gena said, 'I'm nothing special. You wouldn't want to do what I did, because I didn't look after myself!' But she did concede that maybe a life of service to others kept her in good stead.

With formalities over, Gena declined the offer of a cup of tea or coffee saying, 'I don't think I should say what I really want.' When pressed, Gena asked for a beer and rumour has it, she enjoyed more than one!

Cheers and Happy belated birthday Gena! Thank you for your service to our nation, and your humble words of wisdom!

A birthday wish for Cathy

As primary carer for husband Earle (87), Cathy Bunning (71), wanted to downsize from their family home in Mt Warren Park and find a home that would cater to their differing needs over time. For Cathy, this meant independent retirement living with easy access to aged care.

When she discovered Edens Landing Retirement Estate, Cathy booked a tour and was soon impressed by the leafy neighbourhood, landscaped gardens and private villas with backyards that reminded her of her own. After just one tour, Cathy knew Edens Landing Retirement Estate would be the ideal choice especially since the Residential Aged Care home was right next door if they needed it down the track.

There was only one problem. Earle did not want to move!

"No matter how much we talked about retirement living, he just wasn't interested," said Cathy.

Cathy stayed silent on the topic until a few weeks later when Earle asked what she would like to do on her birthday the following Saturday.

"I told him I wanted to show him around Edens Landing," laughed Cathy.

Cathy's birthday wish was granted! Cathy and Earle met their daughter at Edens Landing and toured the estate inspecting three villas, including the one they now call home.

"Earle just loved it," said Cathy.

"We listed our house for sale the next day and put a deposit on our villa on the Monday," she said.

"We moved into Edens Landing in June 2018, and we have been happy here ever since. It's safe, convenient to everything and ticks all the boxes," said Cathy.

Cathy and Earle have made great friends over the years across the Edens Landing estate and Cathy participates in many aspects of community life, becoming President of the Resident's Committee three years ago.

"We have residents who have been here for 20 years and new people moving in so it's a great mix of interesting people to talk to," said Cathy.

"I go to the letterbox and Earle doesn't expect me back for an hour," she chuckled.



Cathy and Earle Bunning loving life in their new home at Edens Landing.

"If I won the lottery, I don't think I would find anything else – we are content!"

To find out more about Edens Landing, visit <https://sccqld.com.au/retirement-living/edens-landing/> Southern Cross Care Queensland also offers retirement living at:

- Caloundra Rise Retirement Estate
- Noosa Waters Retirement Estate
- Stretton Gardens Retirement Estate (Drewvale)
- Parque Vista on Seville (Holland Park).

See www.sccqld.com.au for details.

Honouring lives with palliative care



Dr Phillip Good is a strong advocate for expelling myths around palliative care in his roles as Director of Southern Cross Care Queensland, and in his work as a Palliative Care Specialist clinician and researcher.

While around 40,000 Australians receive palliative care each year, around 40,000 more are going without it.

(Source: Palliative Care Australia)



SCCQ Head of Pastoral Services, Julie Walden.

Having a life-limiting illness requires specialist care and support and that's something we are passionate about at Southern Cross Care Queensland (SCCQ).

But according to peak body Palliative Care Australia (PCA), while around 40,000 Australians receive palliative care each year, it estimates a further 40,000 are going without it.

This is not surprising when a 2021 PCA Survey found that while nine in ten of us have heard of palliative care, we don't fully understand it.

The survey also found that half of the respondents had not done anything regarding their end-of-life wishes, finding the subject of death and planning for end-of-life too difficult to talk about.

To improve this, awareness raising and talking about end-of-life wishes is key, says SCCQ Board Director and palliative care specialist, Dr Phillip Good.

"Palliative care is not just about end-of-life care, it's also about making sure that anyone with a life-limiting illness has the right to live as well as possible, for as long as possible," Dr Good said.

"National Palliative Care Week from 22–28 May aims to increase understanding of the many benefits of high-quality palliative care and the theme this year is 'it's your right' – reminding us that every Australian should have access to high-quality palliative care when and where they need it," he said.

SCCQ Head of Pastoral Services, Julie Walden, says as well as necessary medical support, emotional and spiritual support are vital for both the person living with a life-limiting illness and their supporters, be they family or friends.

"We have an experienced team of dedicated pastoral carers available for all the residents and families of the Southern Cross Care Queensland community and we are always here to lend support at a time when many people feel overwhelmed," Julie said.

"We can offer comfort and practical advice as you navigate an emotionally charged and at times, distressing time, including how to care not only for your loved one, but importantly, for yourself," Julie said.

To contact the SCCQ Pastoral Care team, speak with your Residential Manager, email enquiries@sccqld.com.au or call Julie Walden directly on 0408 574 595.

Southern Cross Care Queensland is proud to partner with the Program of Experience in the Palliative Approach (PEPA), a government funded national program to advance the capability of our aged care givers in caring for residents and clients living with terminal illness.

Regional Education & Training Hub a step closer



An artist's impression of the Chinchilla based Education & Training Hub which will develop a local pool of skilled health and aged care professionals.
(Courtesy Cottee Parker).

The vision to overcome workforce shortages in aged care, particularly in regional and rural settings took a step forward with the May lodgement of the Development Application (DA) for a new Education & Training Hub for allied health and nursing students in regional Queensland.

The Education & Training hub, to be developed in partnership with Southern Queensland Rural Health (SQRH) would form part of Southern Cross Care Queensland's reimagined SCC Chinchilla (Illoura Village) campus. The plan won a \$14 million federal government Aged Care Approval Round (ACAR) grant in July last year, towards the estimated total project cost of \$28.35 million.

The unique, reimagined Chinchilla campus – to be known as the Age Well Community Centre – would encompass the proposed Education & Training Hub, funded through the federal government's Rural Health Multidisciplinary Training program, along with a new Residential Aged Care home for 81 residents (replacing the current 66-bed home), affordable housing and a range of health and wellness services.

"Southern Cross Care Queensland has been supporting people to age in the place they call home for more than 40 years and has an expanding footprint in rural and remote communities," SCCQ CEO Jason Eldering said.

"We are committed to working with our partners on innovative models of care to help older people live their best lives in their own communities, wherever that may be."

"Our aim is to ultimately keep communities and families connected, create local jobs and ensure the financial and social sustainability of vital community aged care, health and disability services well beyond the current generation," he said.

The Chinchilla-based Age Well Community Centre would provide a central resource supporting satellite communities across the Western Downs catchment. The Education & Training Hub would help skill and grow a local pool of qualified allied health and nursing professionals undertaking clinical placements in aged care through SQRH.

SQRH's Director, Associate Professor Geoff Argus said, "This partnership with SCCQ provides a unique opportunity to collaboratively address the workforce issues in rural aged care by providing dedicated onsite clinical academic staff and a fit for purpose education space for health students to learn important skills in healthy ageing and aged care through innovative models of care."

"We are committed to creating a rural health workforce that is skilled, compassionate, adaptable and eager to contribute to rural communities through enhancing the health and wellbeing of people through all stages of their life," he said.

SQRH is a University Department of Rural Health and is a formal collaboration between The University of Queensland, University of Southern Queensland, Darling Downs Health and South West Hospital and Health Service.

Lifetime of love lives on in Miles



Happy Platinum Wedding Anniversary Ray and Dawn French!
Platinum is a rare and precious metal, a symbol of your enduring union.

Ray and Dawn – we are so glad to have you as part of the Southern Cross Care Queensland family. Congratulations on your inspirational 70-year anniversary!

Ray and Dawn French (the other Dawn French!) moved into Southern Cross Care Miles (Carinya) just a short time ago, to be nearer to their daughter, Helen.

As you can see from the glint in Ray's eye, their love and respect for each other runs as deep today as when they first met, and their words are a lesson to us all about patience, love and understanding.

To mark their 70th wedding anniversary this year, we asked them to share a few of their secrets to life-long love. Here's what they had to say...

How did it all begin for you as a couple? We met at the Tharoonda Youth Australia dance in March of 1950. We were engaged the next year for one year and married in May of 1952.

How many years have you been together? We have been together for 70 short years!

What is your favourite memory together? Having a great family of three daughters and two sons.

You've lived in a few places before coming to Carinya – tell us about your adventures together? We lived and worked on the family farm at Tharoonda in South

Australia, before travelling to Theodore in Queensland to go share farming in 1954, and subsequently buying a small irrigation farm. We retired in 1992.

What's the best thing about living at Carinya?
The freedom to live with all requirements provided.

What's the secret to a long marriage? Having similar interests and catering for each other's needs as well as can be done. Compatibility, and mutual respect and liking each other's company are important.

What advice would you give your younger self?
Treat your fellow man and family as lovingly as you can.

How do you get through difficult times together?
Re-position, and view any situation rationally.

What little things do you do for each other each day?
We treat each other lovingly as special people and cater for each other's wishes and needs.

Since arriving at Southern Cross Care Miles (Carinya), Ray has taken to playing the card game '500' again and is a proving to be a very handy player indeed! Meanwhile, Dawn is known to sneak off for a quick nap to put her feet up while Ray is occupied with the game.

Legacy of the Knights of the Southern Cross captured in print



L-R: Knights Michael Gregg, David Jefferies (receiving a special award) and Ian Fleetwood.



History book author Dr Sue Keays with SCCQ Chair Francis Price.

A little-known fact: the vast community that Southern Cross Care Queensland is today all started with a few good men who put humble service first to help the most vulnerable.

More than 40 years ago, the Knights of the Southern Cross – a Catholic service organisation – saw a need for aged care and rolled up their sleeves, even mortgaging their own homes and committing hours of voluntary work year in, year out, to make a difference.

They built our first aged care home, Duhig Village at Holland Park in 1979 and the rest, as they say is history. It's all captured in *First things first: Valuing and Respecting Human Life, A History of Southern Cross Care (Queensland) 1967-2019*.

The book, by Dr Sue Keays with an epilogue by SCCQ CEO, Jason Eldering, was a labour of love and was fittingly launched at the Knights' centenary celebration in Brisbane on Saturday. The Knights gathered from across Australia for their annual conference and Centenary dinner – delayed a year thanks to COVID!



Congratulations go to David Jefferies, who received a special 'Order of the Knights' award for his many years of voluntary service through the Queensland branch, presented by National Secretary, Ian Fleetwood and Deputy State Chairman, Michael Gregg.

Congratulations – and heartfelt thanks for your contribution and legacy – from all of us at SCCQ!

A wing and a prayer: Christine conjures a chopper to save the day



Left: Community Home Care's Christine Richards pulled a few strings to make a huge difference during the recent floods.

Queenslanders are no strangers to hardship – first a pandemic, then floods again this year! But it's during challenging times that our beautiful community spirit prevails. Here's a heart-warming story about the lengths our people will go to, to help those in need.

Administration Officer Christine Richards, based at our Edens Landing Community Home Care office, phoned a vulnerable home care client in the Logan area to check on her during the recent floods.

During that call, Christine learned that not only had the client's home been cut off by rising flood waters – they were also without power. This was terrible news for a dear elderly lady who relied on electronic compression socks and a special diet needing refrigeration.

Quick-thinking Christine called on her contacts from a former life as a local charity operator, and within two hours, Logan Deputy Lord Mayor, Councillor Jon Raven, was able to organise the delivery of a generator via chopper direct to the client's front yard!



Nothing like a wing and prayer – and a few friends – to get us through hard times! As we always say at SCCQ, it takes a village...

The chopper that saved the day.

Thank you for going the extra mile, Christine. We are lucky to have people like you in the extended Southern Cross Care Queensland family.

Health and wellbeing: Positive interactions as we age



As we grow older, we can develop hearing loss, vision impairment and even dementia. But the need to connect with others never fades.

So how can we get the best out of our interactions with loved ones who are facing some of the challenges of growing older?

Follow these handy tips to recalibrate your communication style and feel the difference!



Always remember, communication is so much more than words – it's as much about the feeling and emotions shared.

Interacting with someone with hearing loss

- Make sure the person can see you before speaking.
- Face each other.
- Avoid background noise (*Tip – turn the TV down or off when conversing*).
- Talk normally or even a little slower and lower the tone/pitch of your voice.
- Get to the point and rephrase if you are misunderstood.
- Ask the person to repeat an important message back to you.
- Be patient and keep your sense of humour.

Interacting with someone with dementia

- On first meeting address the person by name and let them know your name.
- Use his/her preferred name regularly.
- Break down what is happening into smaller pieces to assist with understanding. e.g. rather than 'Lets make a cup of tea', say 'Let's fill the kettle with water', 'Switch on the kettle', 'Get a tea bag from the cupboard', etc.
- Be prepared to repeat what is being said or rephrase what is being said as it may take a while to understand.
- Be at the same physical level as the person (i.e. sitting or standing) and try to maintain eye contact.
- 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.
- If someone becomes angry or threatening, take a deep breath and walk away. Remember it isn't easy to live with dementia and you can always go back and try again later.

Interacting with someone with vision loss

- On first meeting address the person by name.
- Make a comment when entering or leaving the room.
- Do not shout – converse naturally.
- Let them take your arm if walking or directing them.
- Make sure doors are fully open or shut.
- Do not leave a visually impaired person alone in an unfamiliar room.



- Keep sentences short and use phrases which are familiar to the person you are talking to.
- The person living with dementia may start to lose their grip on the present, or even on reality as you know it. Join their world as they retreat into the safety of past memories and remember that at that moment what they are saying is what they believe to be true. For instance, they need to pick up children from school. Rather than challenging or contradicting, ask 'What work do you do?' or 'Tell me about your children?'
- Focus on how you can put them at ease. For instance, If they constantly ask for their mother, who you know is deceased, rather than correcting them, you can simply respond 'Tell me about your Mum?'
- Do not feel guilty that you are 'lying' to them or encouraging what may seem to you a fantasy. If it helps the person feel content and at ease rather than anxious or sad you are simply doing the best thing for them – giving them peace of mind, something they do not possess at that time.
- Always remember that the strategies that work today may not work tomorrow so be flexible.

Across our Residential Aged Care homes

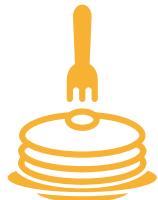
Valentine's Day

Love was well and truly in the air at SCC Chinchilla (Illoura Village) and Taroom (Leichhardt Villa) on 14 February! Residents at SCC Chinchilla were treated to a special morning tea of pancakes, while residents and staff at SCC Taroom were delighted with the sweet delivery of chocolates to make them feel known and loved!



Shrove Tuesday

1 MARCH



Members of the SCC Stretton Gardens Lifestyle team cooked fresh pancakes for the residents' morning tea – yum!

St Patrick's Day

17 MARCH



St Patrick's Day marks the annual feast day of St Patrick, patron saint of Ireland and an opportunity for many to revel and have fun – to 'wet the shamrock' as the Irish say! This year, our Hospitality Services team worked with our Residential Aged Care teams to serve our residents a special Irish-inspired menu and get into the spirit.

Residents tucked into hearty beef and Guinness pies and enjoyed a Jameson's drizzle cake to finish. Communal dining rooms across our homes were transformed into leprechauns' playgrounds.

At SCC Holland Park (Duhig Village) after a morning tea of scones with Baileys Irish cream and jam,



residents had a great laugh playing 'bowl the potatoes to the turnip', and 'toss the shamrock tray into the tunnel'. After the Irish-themed lunch, some residents outdid themselves in a game of 'Find the Pot of Gold Full of Treats'. There was nothing that wasn't opened or upturned in excitement – Finders Keepers!



There's been a great deal of *living our best lives* over the past few months across our Residential Aged Care Homes – take a peek at what we've been up to!

Harmony Day

21 MARCH



Harmony Day is about celebrating one of our greatest strengths as a nation – our cultural diversity! In acknowledgement, many of our residents and staff engaged in a range of celebrations.

SCC Edens Landing (Connolly Court) was awash with colour, as staff from Fiji and the Philippines dressed in cultural dress, and residents donned orange ribbons in acknowledgement of the day. Orange is the official colour of Harmony Day – traditionally, it signifies social communication, meaningful conversations, freedom of ideas and encouragement of mutual respect.

Chef Shelley cooked a wonderful BBQ lunch, and everyone bonded over an orange Harmony Cake for dessert.

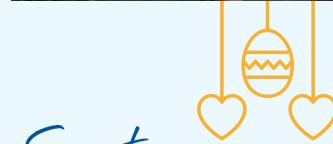


Anzac Day

25 APRIL

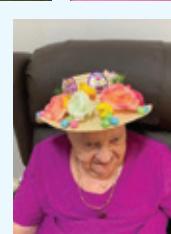


Ceremonies to mark the day took place across the SCCQ network. At SCC Caloundra, residents and staff spent weeks making hundreds of poppies for the day, which was attended by (L-R), Caloundra Catholic parish and SCCQ chaplain Father Joseph Hien Van Vo, Salvation Army Commissioner James Condon and from the Caloundra RSL Sub-branch, George Harris.



Easter

15–18 APRIL



SCC Edens Landing (Connolly Court) got into the Easter spirit, with residents showing their creative flair and having lots of fun with Easter bonnet making and a hat parade. Our stylish residents modelled their creations which were judged by Residential Manager, Ravinder, and Clinical Care Manager, Kona. First prize was awarded to Maureen, and Second prize went to Norma – congratulations!

Also hopping into the spirit of things was SCC Holland Park (Duhig Village), where the Reception area was all decked out with a bright display that brought lots of smiles to the faces of residents, staff and visitors.

Easter Reflection

Easter went by in a flurry of chocolate eggs, and hot-cross buns and if we were lucky, special gatherings with family and friends. But what is the true meaning behind the annual celebration?

The Tridum

Holy Thursday celebrates the gift, love and example of the life of Jesus. The **Holy Thursday** service includes the 'washing of the feet' ceremony Jesus used as an example of servant leadership and serving the greater good.

In aged care, again and again, we're called on to draw from the healing ministry of Jesus, to turn adversity into wisdom and motivate others to serve with courage, sometimes above our perceived capabilities.

Good Friday seems ill-named when it marks such a bleak event as the crucifixion of Jesus Christ. But on Good Friday, we not only remember the day Jesus willingly suffered and died on the cross, as the ultimate sacrifice for us, but how His sacrifice ultimately brought so much good into the world, past down through the Christian ethos over many generations.

Easter Sunday is a day of joy and hope as we celebrate the risen Christ, who has overcome all adversity and endured for us.

Whatever your belief system, there is no doubt we are all fragile beings who face adversity, struggle and the need to be converted – or resurrected if you like – over and over again.

SCCQ Chief of People & Mission Michael Hart said, "This year, Easter fell in the shadow of COVID-19 and far reaching floods, which can make our human struggle seem all the harder. It can also make the message of Easter more poignant.

"At this time, we reflect and give thanks to all our courageous nurses, doctors, carers, cleaners, cooks, trainers, leaders, volunteers and families, who work together tirelessly to provide care, love and hope to our elders and their families," he said.



Letters of thanks to our unsung heroes

It's been a challenging few years for workers in the Aged Care industry.

We are so grateful for the ongoing Service, Courage and Compassion showed by all of our staff each and every day.

Recently we received some glowing praise from family members of residents at SCC Holland Park (Duhig Village) – and we just had to spread the love! Their messages of appreciation to Residential Manager, Mohammed Sardar and his team just blew us away!

A message from Judy Keogh (whose mother lives at Duhig Village):

My Mum, Andrea, is a resident on the first floor at Duhig and this message of praise for the staff there is way overdue. I am continually overwhelmed by their gentle dedication to caring for all the residents. To me, each and every one of them is a hero.

Every time I arrive to spend time with Mum I am greeted with smiles and kindness. Today I was graced with Ashna's joy-filled laughter as I entered and my spirits were lifted. Tomorrow I know whoever I see first will always give me a smile and this helps me deal with the ongoing grief of watching a much-loved parent slowly deteriorate.

As Mum's condition worsens and different behavioural issues emerge, I begin to understand more comprehensively what the staff deal with shift after shift every single day. I wonder for how long they can give so much of themselves and not burn out.

I believe Aged Care Workers should be paid more and that, in an ideal world, more staff should be rostered each shift. I stay well informed of industry issues and am hoping, with a change of federal government, more funding will flow to the sector and through to the staff. In the meantime, I trust that management is supportive of the staff and whatever can be done for morale is being done. A very grateful daughter,

Judy Keogh

P.S. Trish and Jo at front desk are also fantastic!

Editor's note: Thanks Judy, and we agree on paying more to our amazing care team. That's why at SCCQ we already pay above award wage and continue to advocate on behalf of our people and those we care for.

A message from Janina Chesterfield (whose husband lives at Duhig Village):

It occurred to me that I should be vocal and put pen to paper in relation to your amazing staff.

It's not often that people get to say great things about people who they are associated with, and in this instance – I want to sing their praises out loud.

To the professional and talented greeters at the front counter – who never fail to show their beautiful smiles and help beyond their normal duties. They are blessings in disguise.

To the amazing talents and highly spirited Dean-na whose knowledge and expertise is beyond what is classified as her 'normal' duties. Her kindness and assistance to me has shown itself on more than one occasion.

To the dedicated and caring nurses on Level One who always have a greeting or a smile at any time that I am there and some days when you are down, that smile lifts beyond measure.

To the amazing Ashna who looks after my beloved husband of 53 years, in body, mind and spirit.

Her care and love for him radiates out to everyone – but to me especially; she's an angel – as her help, love, kindness and support goes beyond the given duties.

To the nameless members of staff – the housekeeping, the kitchen, the comforters, the Lifestyle team and many others – who show their dedication to all around them. Their kindness to me and Noel is beyond reproach.

I thank you ALL for the countless hours, for the shift after shift where some days are extremely hard and some days are happy, but, you take it all in your stride. Thank you all.

To run a business like this takes a dedicated leader – you, Mohammed, show love and commitment and command a strong presence. It takes a great leader to hear, to listen and to do ... without prejudice, without taking sides, but also being fair and approachable to all who approach you. Thank you.

I hope I haven't said too much, but then again, maybe I haven't said enough. Thank you for listening but to know my husband is looked after, takes away any guilt and worry that I have.

Janina Chesterfield

What's cooking?

Get to know some of our amazing Hospitality Team at SCCQ!



What is your name, role and which SCC site do you work at?

Kazzie Figueroa – Chief Cook at SCC Stretton Gardens Residential Aged Care.

When did you start working at SCC?

May 2009–August 2015, then came back in August 2020.

In a few words, what does your role involve?

Aside from cooking – procurement of stocks and most importantly, residents' satisfaction with meals.

If you could invite two people for dinner from any time or place, who would they be?

As a Chef, I would love to have a chat with Anthony Bourdain and Heston Blumenthal and share their passion for food.

Name your favourite book or movie?

Matthew Riley books (*Ice Station* and *Scarecrow* to name a few).

What's the best concert or live show you've ever been to?

Too hard to pick so I'll pick three – GNR, Queen and Bruno Mars.

What's your favourite way to relax?

Baking.

What's on the top of your bucket list?

To travel and visit more countries.

KAZZIE'S AUTUMN RECIPE

Chocolate Beetroot Cake



Ingredients

- 2 eggs
- ¾ cup oil
- 1 cup sugar
- 1 ¼ cup plain flour
- ¼ cup cocoa powder
- 1 tsp bicarbonate of soda
- 1 tsp vanilla essence
- 1 cup canned beetroot drained reserve liquid – pureed

Method

1. Preheat oven to 170°C (160°C if fan forced)
2. Beat together oil, sugar and eggs.
3. Sift together dry ingredients.
4. Mix all ingredients together with beetroot puree until smooth.
5. Line a round tin with baking paper.
6. Bake at 170°C for 50–60 minutes.
7. Serve with fresh whipped cream – mmm!

Flora and fauna to fawn over



Bringing Tarcoola's walls to life: Maintenance Gardener Steve helped hang some of Personal Carer Brenda's magnificent original photos of nature generously donated to SCC Tara.

Thanks to the talents of Brenda, one of our Personal Carers at SCC Tara (Tarcoola), the walls of the home are alive with stunning photographic prints of Australian flora and fauna!

A self-described 'amateur photographer', Brenda first got into photography 10 years ago – around the same time that she developed a love for camping.

Brenda often goes on camping trips to pristine places like National Parks and takes many photos when she's out in the wild.

Twelve of Brenda's inspiring prints are now proudly displayed at SCC Tara – three kindly donated by Brenda and nine which were generously purchased and donated by the Western Downs Regional Council.

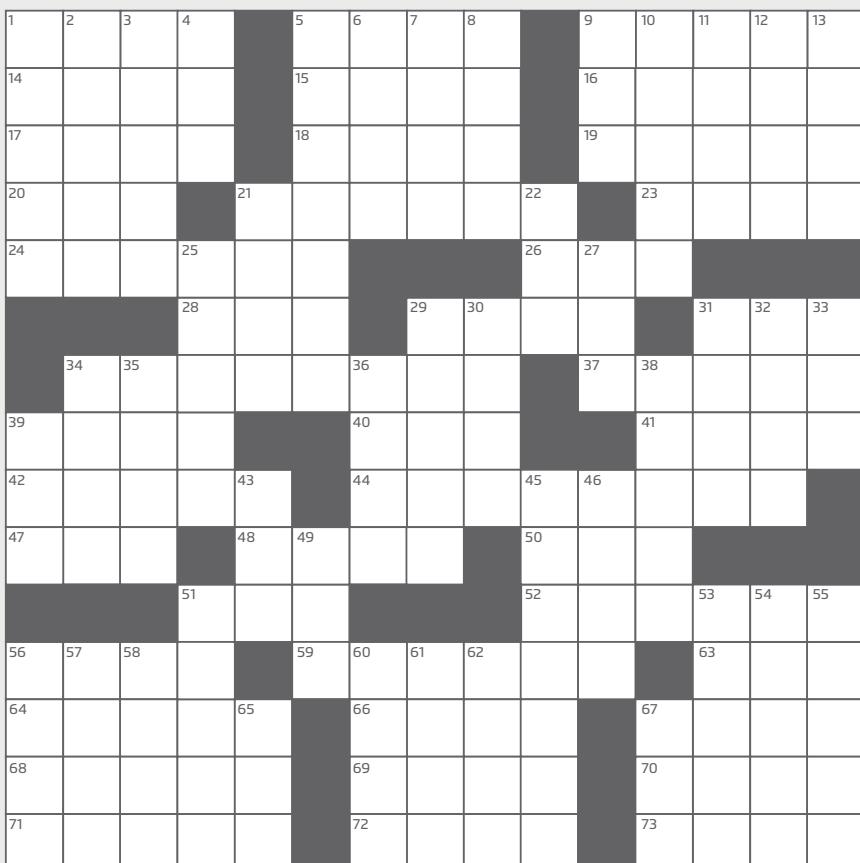
So how did all this come about?

Well, Brenda tells us that every Christmas, she used to donate a small canvas print as part of a local Christmas raffle ... but no raffle happened last year. So, armed with many of her beautiful and original prints, Brenda entered the Tara Art Exhibition last year. Just a few remained unsold, and so she kept them and decided to donate them to her beloved community at Tarcoola!

Intended as a Christmas gift to residents and staff, the prints didn't quite make it on to the walls until early April, coinciding perfectly with Tarcoola's fresh start as a permanent part of the Southern Cross Care family. Special thanks to Maintenance Gardener Steve at SCC Tara, for hanging the prints up. Photography remains Brenda's passion and she says she will 'never give it up' – she's even teaching her grandkids how to shoot with a camera and in turn, appreciate the wonders of our natural world.



Train your brain



By Jimmy and Evelyn Johnson – www.qets.com

ACROSS

- 1 Wild pig
- 5 Information
- 9 Not before
- 14 Apex
- 15 Poetic 'evening'
- 16 Angry
- 17 Ocean transportation vessel
- 18 Fine spray
- 19 Place
- 20 Tax agency
- 21 Brand of sticky notes
- 23 Short drama
- 24 Example
- 26 Feign
- 28 Luau dish
- 29 Part of a sentence
- 31 Female deer
- 34 Barrette
- 37 Sudsy
- 39 Garden tool with teeth
- 40 Estimated time of arrival

DOWN

- 1 Italian herb
- 2 Red pigment
- 3 Wrong
- 4 Representative
- 5 Evil
- 6 Car rental agency
- 7 Exam
- 8 Negative (prefix)
- 9 Cause of sickness
- 10 First sign of fall
- 11 Horse gear
- 12 Decorative needle case
- 13 Repose
- 21 Opposite of rich
- 22 Sticky black substance
- 25 Watched secretly
- 27 Disks
- 29 Halloween broom rider
- 30 Gem stone
- 31 Painter of melting clocks
- 32 Organisation of Petroleum Exporting Countries
- 33 Hurricane centre
- 34 Angelic ring
- 35 Similar
- 36 Dregs
- 38 Many times
- 39 Radioactivity unit
- 43 Eastern Time (USA)
- 45 Aged
- 46 Greenish-blue colour
- 49 Advertisements
- 51 Metric capacity unit
- 53 Large stringed instrument
- 54 Artist's need
- 55 Warhorse
- 56 Quiet down
- 57 Upon
- 58 Filled crusts
- 60 Comfort
- 61 Eager
- 62 Merge
- 65 Finis
- 67 Scrambled food
- 73 Colour of autumn leaves

Locations

Our services across Queensland

Residential Aged Care, Retirement Living and Community Home Care Services

Residential Aged Care

SOUTHERN CROSS CARE
ALLORA HOMESTEAD
 62-64 Forde Street Allora Q 4362
 Phone 4666 3588 Fax 4666 3788

SOUTHERN CROSS CARE
ALLORA NURSING HOME
 29 Darling Street Allora Q 4362
 Phone 4666 3171 Fax 4666 3769

SOUTHERN CROSS CARE CALOUNDRA
 57 Village Way Little Mountain Q 4551
 Phone 5492 6866 Fax 5492 6851

SOUTHERN CROSS CARE CHINCHILLA (ILLOURA VILLAGE)
 24-30 Zeller Street Chinchilla Q 4413
 Phone 4662 7182 Fax 4662 7698

SOUTHERN CROSS CARE EDENS LANDING (CONNOLLY COURT)
 20-24 Loane Drive Edens Landing Q 4207
 Phone 3805 1844 Fax 3805 1633

SOUTHERN CROSS CARE HOLLAND PARK (DUHIG VILLAGE)
 85 Seville Road Holland Park Q 4121
 Phone 3422 3888 Fax 3422 3890

SOUTHERN CROSS CARE MURGON (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 RACEVIEW (ST MARY'S)
 129 Wildey Street Raceview Q 4305
 Phone 3288 9955 Fax 3288 9924

SOUTHERN CROSS CARE DREWVALE (STRETTON GARDENS)
 209 Illaween Street Drewvale Q 4116
 Phone 3373 9000 Fax 3373 9095

SOUTHERN CROSS CARE TAROOM (LEICHHARDT VILLA)
 1 McCorley Court Taroom Q 4420
 Phone 4628 6166 Fax 4628 6122

SOUTHERN CROSS CARE TARA (TARCOOLA)
 Sara Street Tara Q 4421
 Phone 4678 7884

SOUTHERN CROSS CARE MILES (CARINYA)
 6 Wallen Street Miles Q 4415
 Phone 4628 5395

Retirement Living

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

EDENS LANDING RETIREMENT VILLAGE
 20 Loane Drive Edens Landing Q 4207
 Phone 3805 5300 Fax 3805 5302

NOOSA WATERS RETIREMENT ESTATE
 39 Lake Weyba Drive Noosaville Q 4566
 Phone 5474 4480 Fax 5474 0953

STRETTON GARDENS RETIREMENT ESTATE
 209 Illaween Street Drewvale Q 4116
 Phone 3272 6011 Fax 3272 6211

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

Community Home Care Services

CALL OUR CENTRAL LINE – 1300 306 442

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

BRISBANE SOUTH & WEST MORETON
 20-24 Loane Drive Edens Landing Q 4207
 Phone 3200 5033

129 Wildey Street Raceview Q 4305
 Phone 3281 8355

WESTERN DOWNS
 Serving Chinchilla, Jandowae, Meandarra,
 Miles and Tara

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

Older Persons Advocacy Network (OPAN)
 1800 700 600

Aged and Disability Advocacy (ADA)
 1800 818 338 | www.adaaustralia.com.au

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.

Answers



B	O	A	R	D	A	T	A	E	F	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P	M	I	S	T	L	O	C	U	S	A	C	M	E	E	V	E	N	I	R	A	T	E	R	I	R	S	P	O	S	T	I	T	S	K	I	T	S	H	I	P

Every person matters

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

