



the star



Team SCCQ sleeps out to help end homelessness

See story pages 6-7

Inside:

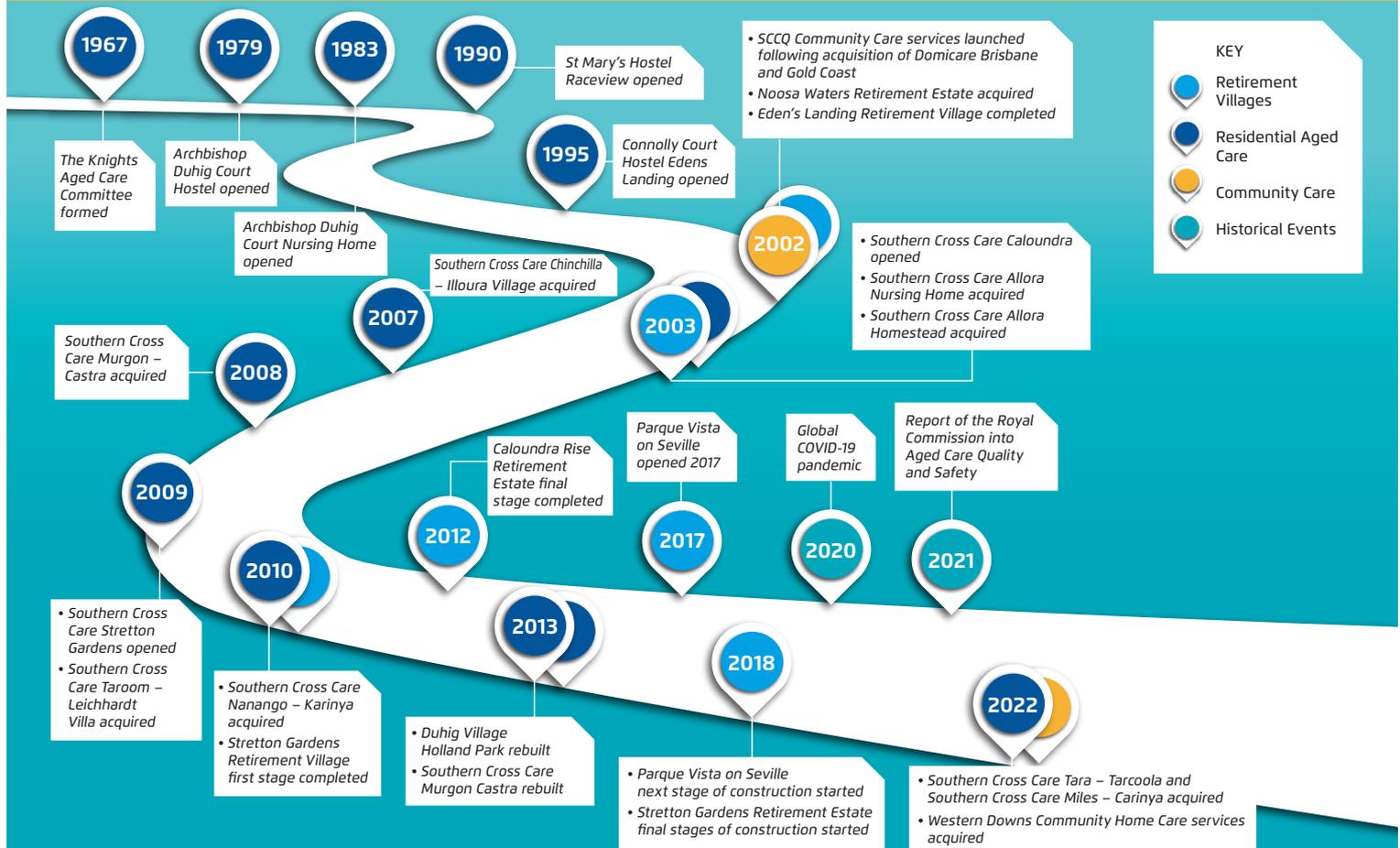
- Celebrating International Nurses Day
- Cameron awarded for community contributions
- Tips to stay warm and well this Winter

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On the cover: SCCQ Sleepout Team – Adam Priest, Sandra Glaister, Jason Eldering, Michael Hart, Scott Norton and Mark Botsford.

Our journey serving the community so far...



Welcome message

From Chief Executive Officer Jason Eldering



Well-known Indian Jesuit priest, psychotherapist and spiritual leader, the late Anthony de Mello, urged us to awaken to the reality of the joy surrounding us, telling us we are only ever unhappy when we focus on what we do not have rather than what we have right now.

Self-awareness is the first step towards being truly awake to our innate state of wellbeing. It is the key to deepening our understanding and living our best lives. It's in this spirit that we continue to invest in our people at Southern Cross Care Queensland, through our unique Known & Loved Culture development program. The goal is to equip our team with the self-insight, practical tools and awareness they need to deliver on our promise to you and each other:

- Listen first
- Make today matter
- Help others grow
- Build loving communities
- Serve the greater good.

I believe that nurturing our team in this way, getting to know, understand and value each unique person who contributes to our collective whole, will ultimately ensure we can better nurture those who place their trust in us – our residents and community elders across Queensland.

As a collective, we must awaken to the ever-changing landscape, and stand united behind our vision, mission, values and strategy, to face and embrace the ongoing challenges and headwinds of our times, with courage and conviction.

As the political landscape in Australia ushers in a new government, fresh focus and renewed commitment to tackling the challenges of growing older in our country has been once more brought to the fore. Rest assured, Southern Cross Care Queensland will remain strong

advocates at the highest government levels, for the rights of all Australians to age well in the place they call home. Our vision – *to grow communities where best lives are lived* – depends on it.

An ongoing challenge for all of us, but especially for elderly people, is the continued threat of the pandemic. Health authorities have forecast a winter COVID-19 surge, which will coincide with rising flu infections, expected to peak in July and August.

In fact, this year's flu-related hospital admissions have so far already outstripped the five-year average, making 2022 the worst flu season since 2019. And while it's easy to understand why our appetite to stay focussed on the issue of the pandemic might be waning after nearly three years, our failure to awaken to this new reality will be at a cost.

Thanks to COVID-19, our life expectancy in this country has actually dropped for the first time since WWII. Indeed, COVID-19 is now the third biggest cause of death in Australia after heart disease and dementia.

The good news is, we can all help combat both the risk of COVID-19 and influenza simply by keeping our vaccinations up to date. Southern Cross Care Queensland has been actively supporting free flu vaccination clinics at all our sites for some months now, but if you missed out, it's not too late. Please speak to your Residential Manager or reach out to your local GP or pharmacy.

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

Stay happy, and stay well.

Yours in service,
Jason Eldering, CEO

International Nurses Day



Above & below: SCC Raceview staff with their appreciation chocolates.

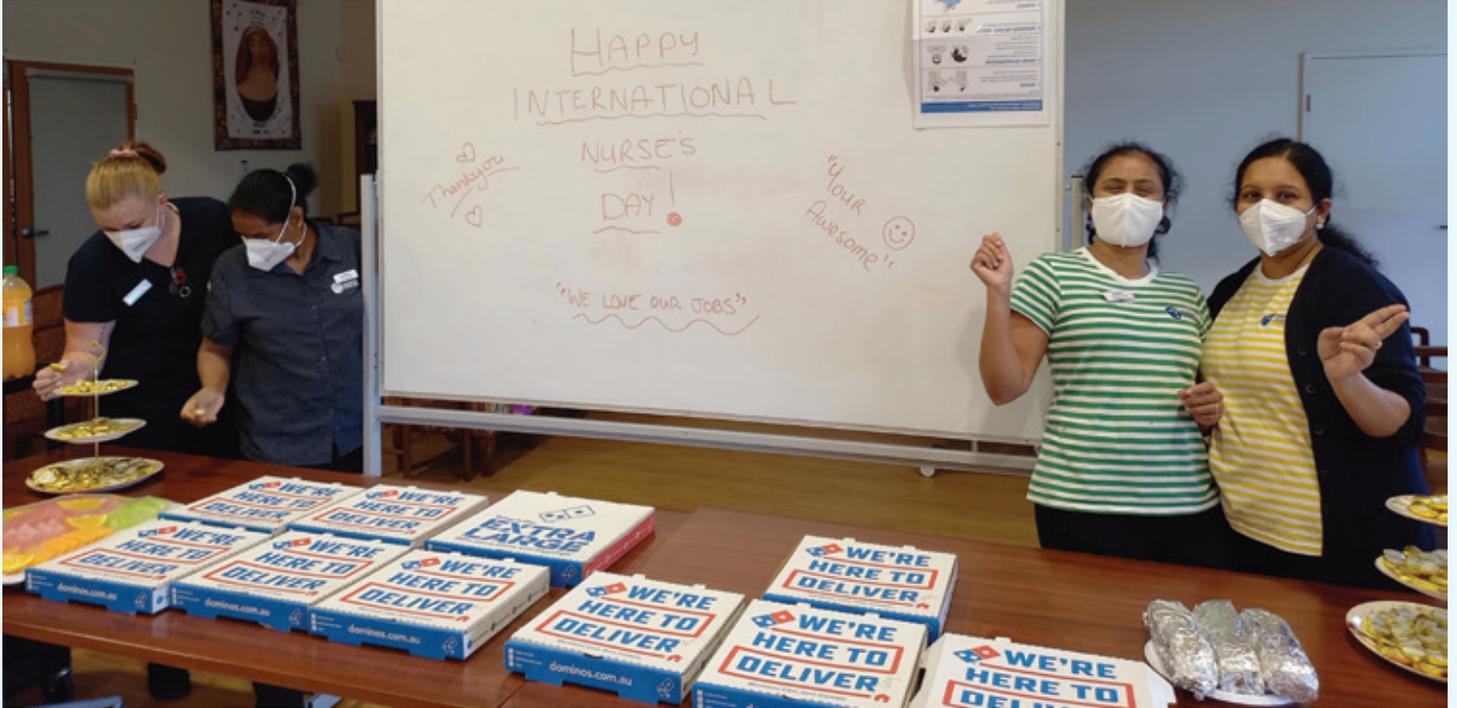
International Nurses Day falls each year on 12 May – the birthdate of the founder of modern nursing and infection control practices, Florence Nightingale.

Florence was known as the ‘Lady of the Lamp’ because she would walk through dark alleys at night, shining a light on the sick and injured during the Crimean War (1820–1910). Florence became a symbol of hope and comfort to those who suffered. She started the tradition of care carried through to this day by highly skilled and committed nurses everywhere.

This year on 12 May, Southern Cross Care Queensland paid tribute to our dedicated nursing staff, observing International Nurses Day. Our wonderful nurses provide 24/7 compassionate care and clinical expertise to the most vulnerable members of the community – our much-loved elders.

Each of our sites was gifted a surprise delivery of ‘appreciation chocolates’ to sweeten the days of our incredible clinical care staff. SCC Raceview (St Mary’s) were thrilled with the sugary delivery – check out the photos they sent us!





SCC Drewvale (Stretton Gardens) held a special luncheon to acknowledge the day, with teams from all departments bonding over pizza and chocolates.



At SCC Edens Landing (Connolly Court), everyone embraced a 'dress up' activity, with residents making the nurses caps out of A3 paper. We're told the teams had lots of fun and laughter on a miserably wet Thursday.

A number of sites planned their own celebrations too!

To all our care team
 – our Personal Carers,
 Enrolled Nurses, Registered
 Nurses, Clinical Managers and
 Clinical Nurses –
THANK YOU
 for all you do and for being
 our lights through the
 darkness of the
 pandemic.

Our nurses have taken charge whenever COVID infection has threatened, saving lives and bringing hope. They have put the needs of the most vulnerable first, toiled in masks and gowns and taken charge wherever COVID infection has threatened us, saving lives and embodying our values of Service, Courage and Compassion.

From the bottom of our hearts, thank you for bringing comfort, compassion and extraordinary skill to our frail, sick and elderly.

Team SCCQ makes a difference to help end the cycle of homelessness



Above & below right: Team SCCQ sleep under the stars at Brisbane's Riverstage for the 2022 Vinnies Australia CEO Sleepout.

On Thursday 23 June – one of the longest and coldest nights of the year – SCCQ team members Jason Eldering, Sandra Glaister, Mark Botsford, Michael Hart, Michael Wild, Scott Norton and Adam Priest, joined business, government and community leaders to sleep under the stars at Brisbane's Riverstage as part of the 2022 Vinnies Australia CEO Sleepout.

Sleeping rough on a sheet of cardboard, out in the elements, was challenging. For team SCCQ, it was just one night of discomfort. But for the more than 116,000 Australians who don't have a place to call home, there's no end in sight.

Participating in the 2022 CEO Sleepout gave them a small glimpse into what it's like to sleep rough for the tens of thousands of Australians who do it every night. Everyone deserves a safe place to sleep, and a safe place to call home. Especially in the dead of winter.

"Every year through the CEO Sleepout, Vinnies raises much-needed funds to help reduce the risk of homelessness across Queensland. Southern Cross

Care Queensland is dedicated to supporting this very worthwhile cause," said CEO, Jason Eldering.

Thanks to generous donations from our extended community, as well as fundraising activities across our homes and Support Centre – including pyjama days, a winter warmer pie drive, and a number of raffles – together, team SCCQ raised more than \$22,000 to help end the cycle of homelessness.

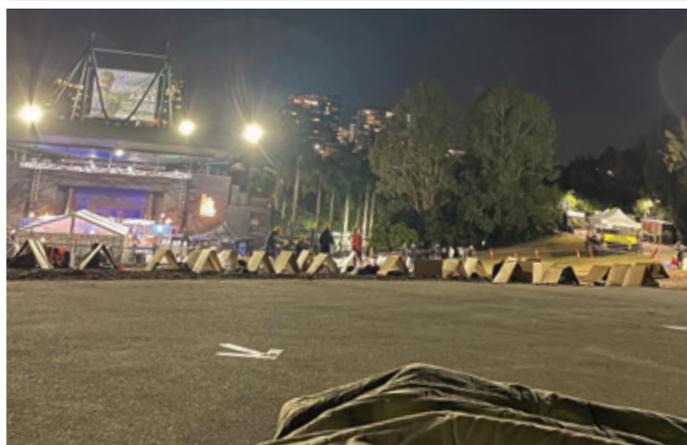
This money will go directly to Vinnies so they can provide emergency beds, food and support programs to help get vulnerable Queensland families off the streets and into safe homes. This is no small feat, and we wish to take this opportunity to thank everyone for making a difference to the lives of the vulnerable Australians who walk among us.

On behalf of the people whose lives will be changed for the better, thank you for giving generously and helping SCCQ to end the heart-breaking cycle of homelessness and poverty in Australia. We look forward to supporting this event again in 2023!



Above: SCCQ staff dress up for pyjama day to raise money for the 2022 CEO Sleepout.

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Flu season nothing to sneeze at

Health authorities have forecast a winter COVID-19 surge, which will coincide with rising flu infections, expected to peak in July and August.

Additionally, this year's flu-related hospital admissions have so far outstripped the 5-year average, making this the largest flu season since 2019.

Influenza, commonly known as flu, is a respiratory illness which can be particularly dangerous for vulnerable people like our elderly, the very young or people with an underlying condition- but a simple, annual flu vaccination each year can prevent all that.

Flu symptoms typically include fever, cough, muscle aches and pains, nasal congestion, headache, sore throat and fatigue.

As Omicron and the seasonal flu have very similar symptoms, it is important to get tested, and get vaccinated. If you have not received your flu vaccination yet, please act now.

Southern Cross Care Queensland has been providing free flu vaccination clinics for staff at all sites but if you missed out you can still book your flu shot with your local GP or Pharmacy.



Don't delay,
book your flu vaccination today!
And please remember,
if you are unwell stay at home.

Chris' community spirit to be celebrated

Remaining connected to those around us is key to emotional wellbeing, particularly as we age. SCCQ is proud to have such a dynamic group of people running our Residents' Committees across our Retirement Living villages, who make such incredible contributions to community life.

The Residents' Committee at Caloundra Rise is worth shining a light on, a lot of this is thanks to a man named Chris Tyler. Chris moved into Caloundra Rise in November 2010, with his wife Raelene. They moved into a new unit during the second last stage of the development of the Village.

Chris has been on the Residents' Committee at Caloundra Rise for at least seven years, joining in 2012 and becoming the President the following year, a position which he served in for five and a half years.

In April this year, Chris stepped down from his role after many years of service, handing on the baton to new a President, Ian Colledge – another resident of SCC Caloundra. Justine believes he was the Head Surgeon at the local Nambour Hospital, before retiring?

A highlight of Chris' tenure was when Chris was part of a small group that challenged the then CEO of SCCQ to complete the Village. The request was to secure the village's boundaries and build a parkland area on the northern boundary. At the time, the area was part of the 100-year flood line.

Despite becoming very unwell with cancer in 2013, Chris was committed to helping continue plans to move the boundary securing project along. In what can only be described as a show of grassroots strength, things were literally managed by the residents, who took it upon themselves to organise contractors, landscapers and architects, as well as liaise with SCCQ who managed ongoing payments and approvals.

By re-registering a resident as an approved builder, residents worked under his control to build all buildings on site and to paint them. Residents, who were former labourers in another life, re-registered as approved builders to help build and paint structures on site. They also provided the helping hands to extend the planting



Left to right: SCC Caloundra's Shiela, Raelene and Chris at the 2021 Christmas party.

out to the park, fix irrigation pipes and spread tons of mulch. After the grounds contractor finished, the residents continued to improve the park. This was truly a great achievement and show of community spirit, which all residents were proud of.

Village Manager at Caloundra Rise, Peter Snell, spoke highly of Chris' contributions.

"Chris provided great stability to Caloundra Rise as President of the Residents' Committee. His relationship with Residential Managers was always positive and he would fight for issues he felt strongly about, right up to the CEO. Very few people would know just how dedicated Chris was behind the scenes to help his fellow residents and the village as a whole," said Peter.

Despite having stepped down from his Presidency, Chris still remains a heavily involved member of the Caloundra Rise community.

Above all, Chris has always been, and remains, involved in ways to improve life at Caloundra Rise for his fellow residents. Very few people make the effort to learn the email addresses of the people at the Support Centre, write letters to local politicians, make phone calls to so many people and organisations but Chris does, and many people continue to benefit from his dedication, contribution and achievements.

On behalf of everyone at Southern Cross Care Queensland, thank you, Chris, for your many years of selfless service, community spirit and commitment to making the world a better place for us all.

Fresh design eyes for our Dementia Care homes

Southern Cross Care Queensland (SCCQ) has partnered with Dementia Training Australia, to identify how our Residential Aged Care environments can be further enhanced to meet the special needs of people living with dementia.

“The built environment can have a huge impact on the ability for people living with dementia to live their best lives, and so last year, we engaged Dementia Training Australia to start the process of systematically reviewing each of our Residential Aged Care homes using an Environmental Assessment Tool, the BEAT-D Application,” SCCQ’s Head of Integrated Communities, Jodi Butler said.

Key design principles in the living environment can make a world of difference to people who are experiencing cognitive impairment, memory and mobility loss.

“While it is necessary for our Memory Support Units to be secure for the protection of our very vulnerable residents living with dementia, it is also important to understand their unique needs and design the environment in ways that are therapeutic and supportive of them,” Jodi said.

Despite a number of unavoidable pandemic related delays, reviews have so far been completed at SCCQ’s homes at Caloundra, Holland Park and Murgon.

Each of the Resident Managers at those homes are now in the process of implementing some of the identified opportunities for improvement in their built environments.

“Clutter, glare and noise are all disturbing to people living with dementia,” Dementia Training Australia’s Tara Quirk RN, explained.

“For example, we recommend finding ways to limit the amount of ‘visual noise’ or clutter on walls, which can cause sensory overload, and ensuring a small selection of clothing is available in the resident’s wardrobe rather than too many, which can be overwhelming,” she said.

“The building and environment should be the embodiment of the philosophy of care, constantly reminding care staff of the values and practices that are required while providing them with the tools they need to support people living with dementia.”



Best practice design principles for supporting people with dementia:

- Outside perimeter is secure and access is step-free
- Floor surfaces are safe, paths / corridors are wide and obstacle-free
- Resident rooms are easily identifiable
- Other rooms (e.g. lounge, dining, bathroom) can be easily seen and accessed from bedroom
- Staff have good visibility of resident spaces while they work
- Create familiarity – e.g. personal items in rooms.

Resident Manager SCC Holland Park (Duhig Village), Mohammed Sardar, welcomed the opportunity to enhance the environment for the benefit of residents with high needs.

“We learned that in some parts of our home, sharp contrasts on walls or floors could result in residents avoiding areas, or perceiving holes. Shiny surfaces or glare may be perceived as hazardous.

“We are now in the process of introducing ways to minimise the glare and sharp contrasts across doorways where residents with dementia are needing to access different parts of the environment.

“For example, we are recovering doors in colours that allow a flow and make it possible to personalise the rooms and make them more identifiable to each individual resident,” he said.

Sadness in older people: when does it become depression?

Feeling sad is a part of life that affects all human beings but when sadness is felt intensely for weeks, months and even years it could be a sign of the more serious mental health condition of depression.

Research tells us that one in six women and one in eight men will experience depression at some stage of their lives. We can be at heightened risk as we age, particularly through the cumulative effects of chronic illness and isolation.

According to Dementia Australia, the risk of depression in people living with dementia is even higher, estimated to occur in up to 30% of people with the disease. However, depression is not a normal part of ageing – so symptoms should not be dismissed as simply 'getting older'.

So, what exactly is depression, as opposed to common, garden-variety sadness?

According to Beyond Blue, depression is more than just a low mood. It's a serious condition that affects not only mental health, but physical wellbeing too. Moreover, depression is unlikely to go away on its own, so knowing the signs is essential to taking positive action to overcome it.

Signs of depression

The symptoms of depression can be emotional, behavioural and physical. While they can vary from person to person, they typically include:

- Loss of interest and pleasure in previously enjoyed activities
- Lack of energy
- Poor sleep
- Loss of appetite and weight
- Expressing feelings of worthlessness and sadness
- Being unusually emotional, crying, angry or agitated
- Increased confusion.



...depression is not a normal part of ageing – so symptoms should not be dismissed as simply 'getting older'.

How to get help

Left untreated, depression can significantly impact your quality of life, relationships and even lead to thoughts of suicide. If you suspect you or someone you know may be suffering with depression, talk with your doctor in the first instance.

Your GP can provide a clear diagnosis and provide referrals for specialised support via a psychiatrist or the Aged Care Assessment Team (ACAT) for instance.

Enrich your life – and theirs

Volunteer with Southern Cross Care Queensland!



Southern Cross Care Queensland is seeking volunteers to help make a positive difference to the lives of our much-loved residents in our aged care homes.

Social connection is a key part of ensuring our residents feel known and loved. With unique life stories and lots of memories and wisdom to share, each of our residents are special people. Through our volunteering program, we are proud to help foster cross-generational friendships that enrich lives.

Various roles are available, including:

- Lifestyle Assistants
- Pastoral Carers
- Companionship Volunteers

Induction and ongoing mentoring are provided.

Interested or need to know more?

Please email us at Volunteers@sccqld.com.au or call us on 1800 899 300 to find out more.

SCCQ takes to the greens for weekend of lawn bowls

Partnering with local communities and businesses is not only a great way to give back to the community – it's also lots of fun!

On the weekend of 11 and 12 June, Southern Cross Care Queensland sponsored the Beenleigh Muddies Open Fours event at Beenleigh Bowls Club. It was a very popular event, with 96 people competing in the event. Members of the extended Southern Cross Care family also competed in the tournament, including Ken McNab and Tony Swift, residents from SCC Edens Landing.

As well as the bowls tournament, the Beenleigh Muddies Open Fours event also included a lunch followed by presentations to winners.

A total of \$5000 was up for grabs. The top six place getters received \$3900 with a further \$1100 awarded to the winners of the 5 rounds that were played.



Group photo L-R – Amy (Beenleigh Bowls Club Marketing Officer), Ken McNab (Edens Landing Retirement Village resident), Tony Swift (Chairman Beenleigh Bowls Club) and Gary Staples (Edens Landing Retirement Village resident).

Edens Landing Retirement Living Manager, Gary Watts, and Retirement Living Sales Consultant, Mark Montague, attended the event as representatives for Southern Cross Care Queensland. Gary had the honour of presenting trophies to the winners.

"It was a great day on the green and a pleasure to be involved with the Beenleigh Bowls Club again," said Gary. "We were made to feel very welcome, right from being greeted by Chairman, Tony Swift. There is an overwhelming view that this event should be held again in 2023."

Southern Cross Care Queensland has enjoyed a long-standing relationship with Beenleigh Bowls Club. Our partnership began back in 2017 when SCCQ sponsored the club's Seafood Days where – you guessed it – the prizes consisted of prawn platters!

If you are interested in partnering with Southern Cross Care Queensland, please contact us via email at marketing@sccqld.com.au or call us on 1800 899 300.



Our promise – Listen first



Chief Customer Officer Meredith Hall says the Deep Listening program is helping to build trust and understanding.

At Southern Cross Care Queensland (SCCQ), our vision to *grow communities where best lives are lived* is more than a set of words, it's a deep pledge we live by.

To achieve it, we need to listen openly and respond wholeheartedly to honest feedback from across our community, which is the aim behind our industry-leading Deep Listening program.

Our dedicated Customer Insights team, headed by Chief Customer Officer, Meredith Hall, holds regular one-on-one conversations with our aged care residents and their families, our Community Home Care clients and our Retirement Village residents.

"Each year, we engage in thousands of conversations, to really listen to the people we serve and help us gain a deeper understanding of their experiences at Southern Cross Care Queensland (SCCQ)," Meredith explained.

In fact, in the last financial year alone, the team conducted 2,877 customer conversations, equating to 1,400 hours (almost two solid months) of listening to feedback.

"Our Deep Listening program is more than just a few quick questions; it's a personal conversation where we actively listen. We find this approach helps put people at ease and provides the connection needed to promote open and honest feedback, and build deeper, more trusting relationships," Meredith said.

"The feedback is vital because it guides us to celebrate our successes but also look at where we need to do better, and adapt our action plans accordingly," she added.

Rising Net Promoter scores: The Deep Listening program measures overall success of how SCCQ is performing in the eyes of customers, by looking at Net Promoter Scores (NPS).

"We are strong believers in the NPS, a metric first developed in 2003 by Bain and Company and now used in millions of customer experience settings to measure how willing people are to recommend our services and stay loyal to us," Meredith revealed.

"In April, our overall NPS in Residential Aged Care was 72 and in Community Home Care it was 75 – both considered very strong NPS scores," she said.

"We are so grateful to our residents and clients for engaging with us in this way, because it really does make a difference to listen first. We have found it helps us get to the heart of any issues and arms our team with invaluable insights to shape how we meet current needs and continue to improve."

Cameron acknowledged as an exceptional Queenslander

Every year as part of Queensland Day celebrations, a number of state-wide awards are given to honour and celebrate the outstanding work of professionals and volunteers who donate their time and services to support local not for profit organisations, events and initiatives.

We are so proud to announce that our very own Cameron McAlpine, Retirement Living Manager of SCC Stretton Gardens, was awarded a 2022 Queensland Day Award for Service to Seniors. Cameron was presented with the award on 7 June by the local Member for Stretton, James Martin MP.

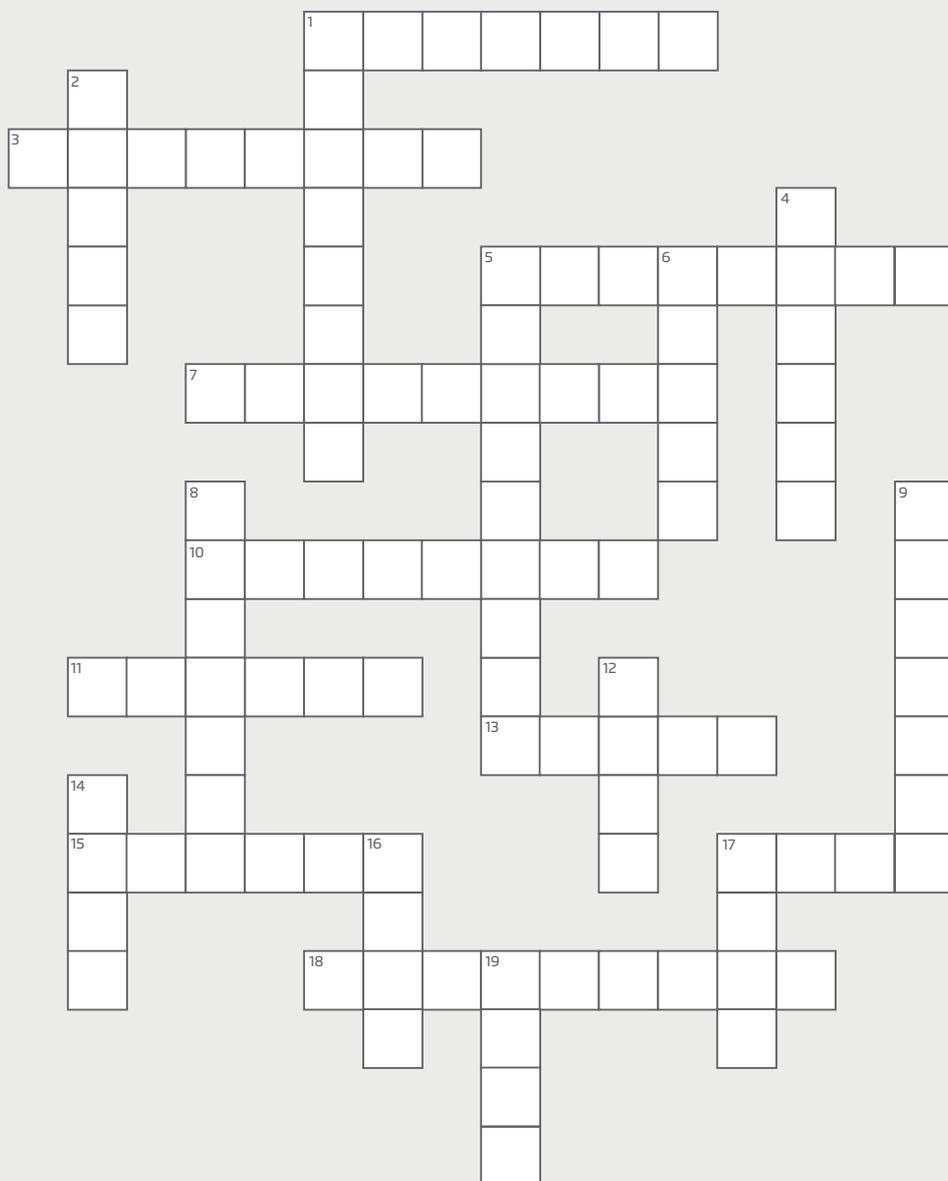
Over the last three and a half years, Cameron has become a very much-loved member of the SCCQ family. When asked his favourite thing about his job, he was quick to say 'the residents!!'

Cameron never seeks the limelight and strives to do everything possible to make SCC Stretton Gardens a home where 'best lives are lived'. This award recognises his efforts over many years, caring for our residents with unwavering compassion and kindness.

Thank you, Cameron, and congratulations again!



Train your brain



ACROSS

- 1 Open shoe with sole and straps
- 3 Large bag worn over both shoulders
- 5 Activity of propelling one's body through the water through physical movement (e.g. freestyle, backstroke)
- 7 Cultivation of flowers and plants
- 10 In the open air
- 11 Short trip away from home
- 13 Unwind or enjoy downtime
- 15 Month of Brisbane Exhibition Show holiday
- 17 Month with American Independence Day holiday
- 18 Flashes in the sky

DOWN

- 1 'She sell seashells by the ___'
- 2 Open boat with pointed ends that is paddled
- 4 Informal outdoor meal
- 5 Flower with long stem and yellow petals
- 6 Humid and steamy
- 8 Water craft activity
- 9 Day on which business activity is suspended
- 12 Leisure activity, 'child's ___'
- 14 Outdoor space with temporary shelters
- 16 To fall over
- 17 Sixth month
- 19 Degree of warmth

*Your mind is like a muscle.
The more you use it,
the stronger it gets!*

By Jimmy and Evelyn Johnson – www.qets.com

Across our Residential Aged Care homes

Staying connected with community is an important part of life at Southern Cross Care Queensland – here's a few of the highlights from the past few months across our sites, showcasing some of the fun and celebrations we got up to.



PLATINUM JUBILEE OF ELIZABETH II – 7 JUNE

This year, Her Majesty Queen Elizabeth II will become the first Australian Monarch to celebrate a Platinum Jubilee after 70 years of service. There were many events and activities celebrating The Queen's Platinum Jubilee in Australia and across the Commonwealth – including many of our homes! The residents at SCC Edens Landing have had a royally good time celebrating Queen Elizabeth II's Platinum Jubilee on 7 June. In an occasion fit for the Queen herself, residents dressed up and enjoyed a delicious high tea. For some extra fun, residents created DIY crowns to wear while enjoying the nibbles and each other's company. Check out the smiles!



STATE OF ORIGIN GAME ONE – 8 JUNE

An annual highlight on the sporting calendars of Australians, the State of Origin series is an annual best-of-three rugby league series between two Australian state representative sides, the New South Wales Blues and the Queensland Maroons. To mark the first game of the series on 8 June, Residents and staff at SCC Tara got in the spirit, dressing in their favourite team's colours. We may be biased, but it's nice to see lots of maroon in the photos!

MOTHER'S DAY – 8 MAY

Our residential aged care homes and retirement estates were filled with lots of love and fun to celebrate Mother's Day on 8 May. In the lead-up to Mother's Day, residents at SCC Nanango (Karinya) received a generous and beautiful gift from a local business, the Nanango Garden Club. A stunning array of chrysanthemums, native flowers and foliage were used to decorate shared spaces at SCC Nanango, for all residents to enjoy. A special 'thank you' again to the Nanango Garden Club for their beautiful and kind gift – these floral arrangements brought much joy, colour and charm to Karinya!

New Bistro opens at Caloundra Rise



Caloundra Rise's new restaurant – Calrise Bistro – open to serve you!



Norma picking up a SCC Kitchen Homemade Lasagna!

Hospitality Services Manager Chris Willis and the team at Caloundra Rise have opened a brand-new restaurant on site for Retirement Living residents and their guests, along with a new range of easy take-home fresh-frozen meals, which are proving very popular.

Calrise Bistro is ready to serve you!

"Thank you to everyone who pulled together to get Calrise Bistro off the ground and operational. The dining area looks great, the feedback from customers has been very good and sales were pretty strong in our first week," Chris said.

In just five days of operation, the bistro served 125 dine-in meals and 129 'Southern Cross Kitchen' take-home meals.

The popular fresh-frozen, grab, heat and eat dinners cost just \$7.50 and include a delicious range of options like Bangers & Mash with Dianne Sauce, Butter Chicken, Lamb Korma and Cottage Pie & Gravy, to name just a few!

The new bistro also plans to host private functions and become a central hub for the Caloundra Rise community.

SCC Allora Homestead's Cobber's Club gets crafty!

Social connection is vital for both individual and community wellbeing, at all stages of life. Across our aged care homes, social clubs encourage residents to connect with one another, as well as engage in arts and crafts to feel a sense of accomplishment and achievement.

Held once a month at SCC Allora (Homestead), 'Cobber's Club' gives the men an opportunity to try their hand at new activities and deepen friendships with their fellow residents.

A long-standing activity, Cobber's Club brings the men together over a group activity, followed by a special barbecue lunch and beers.

The current project of Cobber's Club is to create 'corn hole' boards. A popular lawn game, corn hole is a game where players form teams and take turns throwing fabric bean bags at a raised, angled board with a hole at the far end. The aim of the game is to score points by either landing a bag on the board (one point) or tossing a bag through the hole (three points).



The boards are taking shape, as you can see in the photos, and will be painted brightly at next month's Cobber's Club gathering.

Pictured are two members of the club, Josef and Arthur, hard at work constructing corn hole boards. Both Josef and Arthur said they enjoy being a part of Cobber's Club, as it gives them a chance to tinker with new projects, spend time with friends, and also enjoy a nice meal with everyone. Josef said he especially likes the beers after the work is done!

Everyone at SCC Allora (Homestead) is getting involved in the corn hole project, with the ladies from the Knitting Club sewing small bean bags for throwing into the corn hole, using colourful recycled curtain fabrics.

Once all is finished, residents will all come together for fun and games, proudly playing corn hole with their hand-made bean bags and hand-made boards.

Generosity of SCCQ community warms hearts and bodies this Winter

As we enter the cooler months, most of us can easily reach for our winter clothing from the back of the wardrobe, or head to the shops to buy something new to protect us from the elements and keep us warm.

Unfortunately, this is far from the reality for many of our NDIS clients living at the Tarampa and Fairhaven Hostels. They often face each chilly morning and icy evening in inadequate clothing, without the comfort of a warm jacket, hoodie or even a decent pair of socks.

During the month of May, SCCQ held a Winter Warmer Clothing Drive, asking our employees to donate unused warm clothing to make Winter that little bit more bearable for others less fortunate.

In mid-June, SCCQ employees Courtney and Bailey visited the hostels to deliver care packages of clothes donated by SCCQ employees across many of our homes, and our Support Centre.

The donations showed the incredible generosity of the SCCQ community, with each client receiving two full bags of winter clothing.

Here are some photos of some very happy recipients who were all extremely grateful and thanked everyone for their support.



Bailey Eldering with Imelda Robson.



Courtney Small with Geoffrey Shewin.



Bailey Eldering with Trevor Smallhorn.

Staying warm and well this Winter

With most older Australians wanting to remain in the comfort of their own home for as long as possible, it's important to make sure your house is a safe, healthy and practical living environment during the cold season.



SAFETY FIRST

Your safety must be the priority and we encourage everyone to get appliances and smoke alarms checked annually by a qualified electrician. Coming into winter is a good time to have your home inspected by an expert as the cold weather usually increases the use of electrical items such as blankets and heaters. At SCCQ we can help with all your home maintenance needs as part of our home care services.



ENJOY A HEALTHY DIET

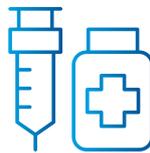
Whether you are still able to cook, or need to enlist the help of a friend, family member or carer, you can pack a number of seasonal ingredients in to your favourite soups, casseroles, breakfast bowls and even desserts. We can help with meal preparation so you have healthy meals on hand ready to heat and eat whenever you need.



KEEP EXERCISING

The cold weather certainly makes it tough to get outdoors and into the fresh air, but keeping up a regular exercise routine will boost your immune system and keep your spirits high. Exercise is known to help lower blood pressure, keep your body fit, and get the endorphins flowing. There are lots of ways you can include activity in your daily routine. We can help you achieve your exercise goals, whether you need help to get to a class or in your own home, no matter your fitness level.

We've put together five top tips of some of the things you might like to consider and how we can help you get winter-ready.



VITAMINS AND VACCINATION

Everyday interactions in public spaces where the windows are most often kept closed can become a fast breeding ground for all sorts of germs. While we can't keep 100% of all germs away, we can do our best to help our bodies fight any nasties that we come in contact with.

It might be a good idea to book a check-up and talk to your GP about which vaccines, such as the flu shot, or pneumococcal pneumonia vaccine are available for you. Both good hygiene practices and an extra vitamin boost can help keep bouts of cold or flu away.

At SCCQ we can help organise, accompany and transport you to any medical appointments.



WINTER WARDROBE

Check your wardrobe and make a list of anything you need to keep comfortable and warm this winter – be it woollies, slippers, jumpers, robes, boots or stockings. We can provide accompanied shopping support or transport as part of our home care packages.



WE ARE HERE TO SERVE

SCCQ has supported older Australians for over 40 years. Our home care support services are designed to help you continue living comfortably in your own home for as long as possible. To learn more about how SCCQ can help you to live your best life, call 1800 899 300 to speak with a member of our friendly team.

What's cooking?



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

Kiran Pradhan, Head Chef at SCC Chinchilla (Illoura Village).

When did you start working at SCC?

May 2021.

In three words, what does your role involve?

Leadership, Menu Planning & Management.

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

I would invite our Facility Manager and Executive Chef Manager.

Name your favourite book or movie?

I enjoy movies based on real events – I don't have a specific favourite!

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

The concert of the Nepalese folk rock band, Nepathya.

What's your favourite way to relax?

Going on vacation with my family and listening to music.

What's on the top of your bucket list?

Travelling to different countries and learning about different cultures.

KIRAN'S WINTER RECIPE

Shepherd's Pie

Serves 4

Ingredients:

1 Tbsp olive oil
500g beef mince
1 brown onion
2 carrots

4 garlic cloves (crushed)

2 Tbsp tomato paste
2 Tbsp Worcestershire sauce

1/2 Tbsp fresh thyme (chopped)

1/2 Tbsp fresh rosemary (chopped)

1/2 Tbsp fresh parsley (chopped)

100ml Chicken stock

Salt, to taste

500g mashed potato powder*

20 g butter

20 g cream

** Either fresh mashed potato or mashed potato powder is fine. Kiran's recipe uses powder.*

Method:

1. Heat the oven to 200 degrees Celsius.
2. Heat the oil in a large pan over medium heat until simmering. Add the ground beef and season with salt and pepper. Fry for 5 minutes until cooked through.
3. Add the onion, carrots, garlic, thyme and rosemary, stir and cook for around 10 minutes, or until the veggies are softened and the meat looks brown.
4. Add the tomato paste and Worcestershire sauce and stir. Cook about 5 minutes.
5. Add chicken stock and cook until it comes to a boil.
6. Meanwhile, pour approximately 500grams of hot water into a large pot. Add butter and cream. Slowly stir and then add mashed potato powder. Continue to stir until you achieve the desired consistency for mashed potato.
7. Spoon the beef mixture into a large baking dish. Add the mashed potato over the top of the meat.
8. Bake in the oven for 20 minutes, or until the mash turns crispy and golden on top.



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 Illaweena 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 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

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.

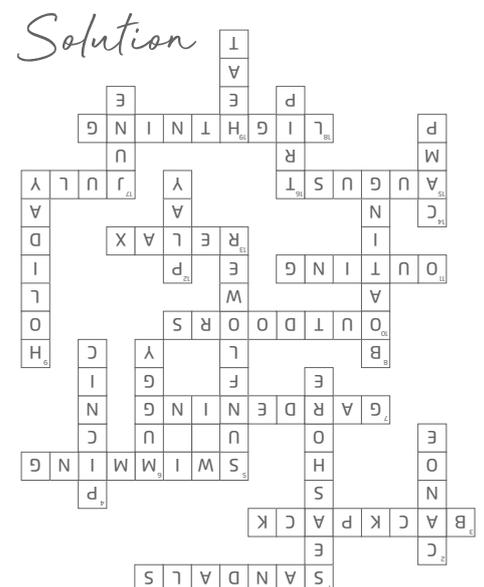
If you feel you have not had a satisfactory resolution to your complaint and wish to take the complaint to an external body, the details are:

Aged Care Quality and Safety Commission
1800 951 822 | www.agedcarequality.gov.au

Older Persons Advocacy Network (OPAN)
1800 700 600

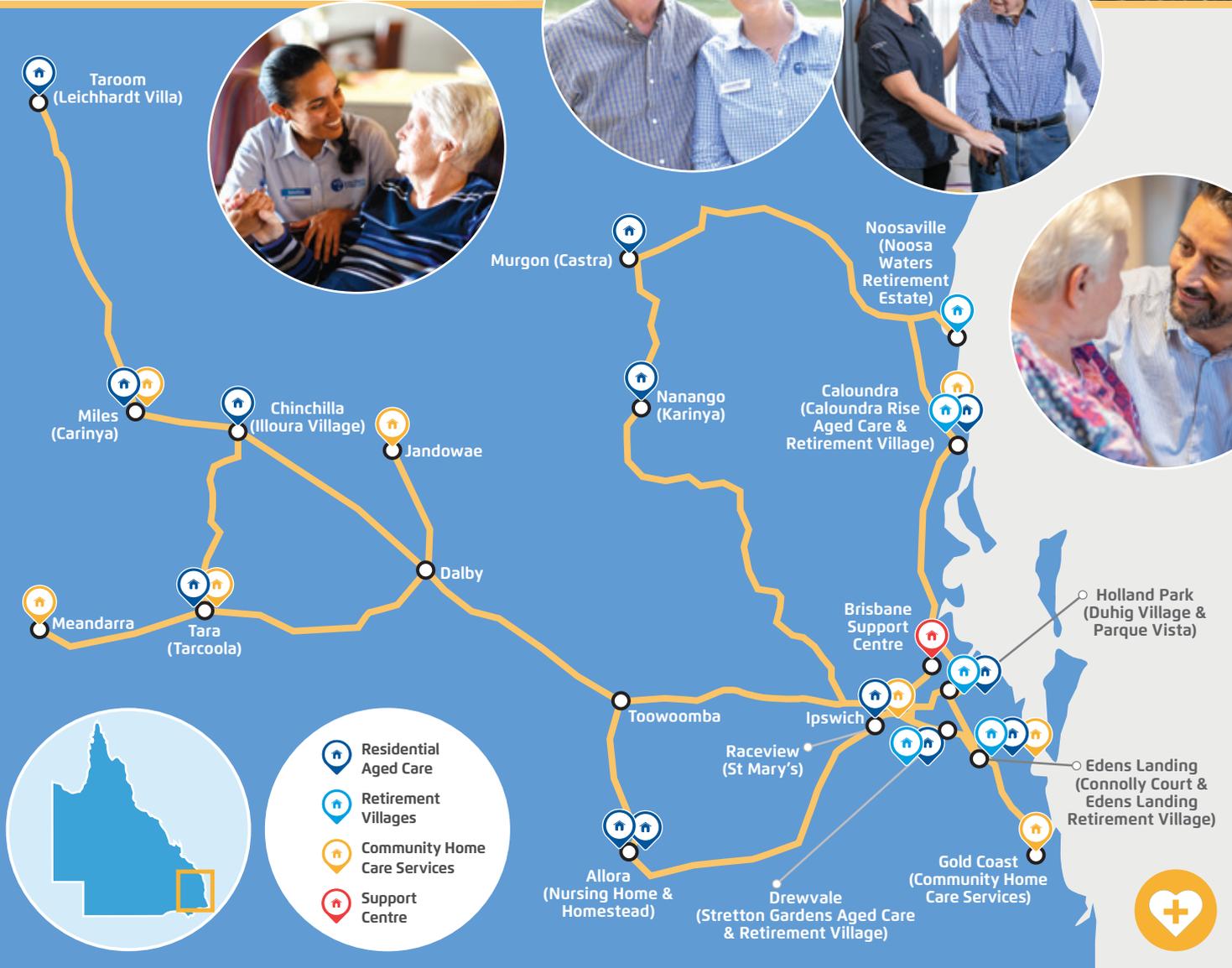
Aged and Disability Advocacy (ADA)
1800 818 338 | www.adaaustralia.com.au

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.



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.



-  Residential Aged Care
-  Retirement Villages
-  Community Home Care Services
-  Support Centre



Find out more at sccqld.com.au
1800 899 300

