



thestar



Rita celebrates
105 years of
remarkable life

See story page 11.

Inside:

Christmas spirit shines
across SCCQ

Honouring our Excellence Award
winners for 2023

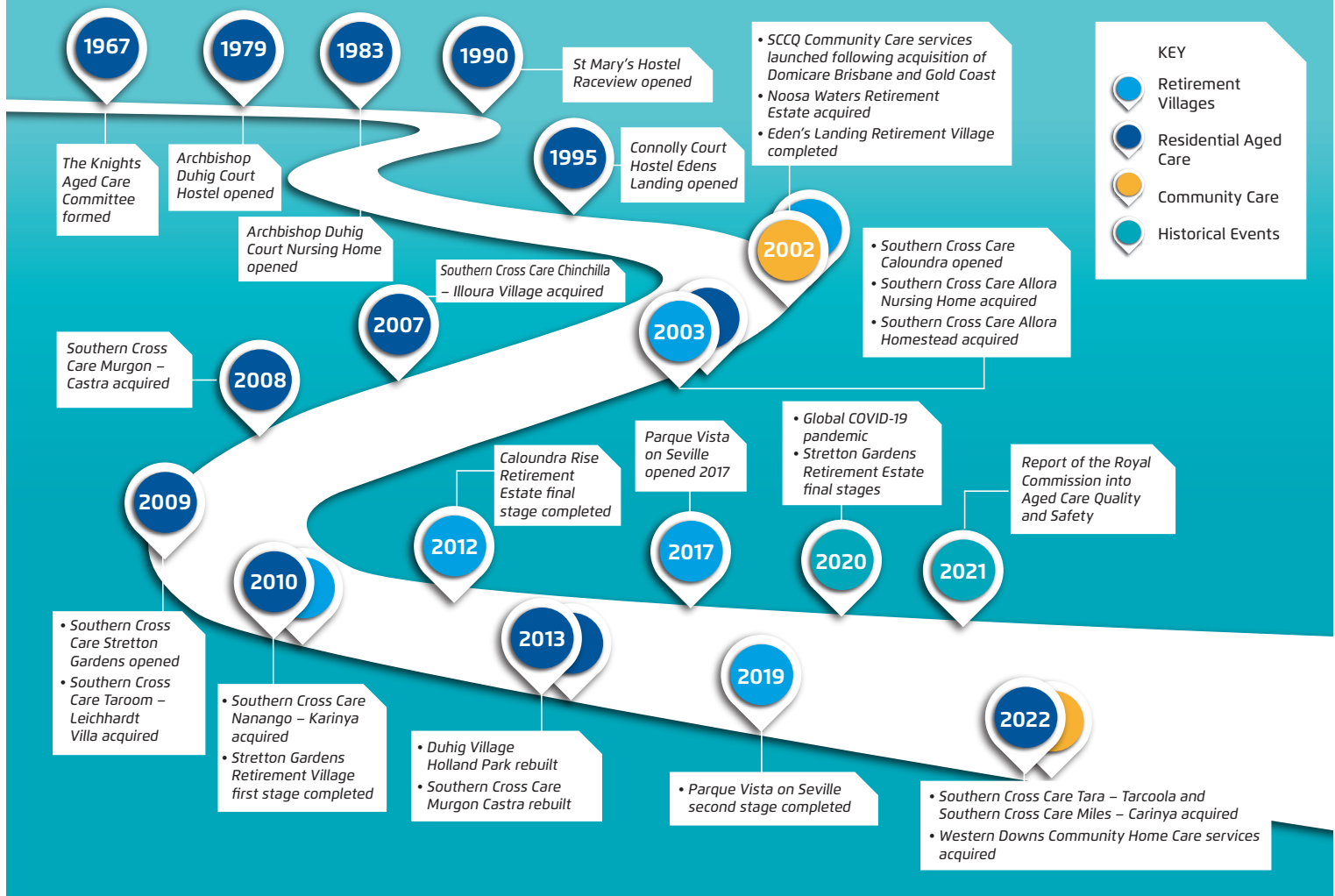
Research benefiting young and
old in Chinchilla

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Front cover photo: SCC Caloundra resident, Rita Edwards, celebrating her 105th birthday.

Our journey serving the community so far...



Welcome message

From Chief Executive Officer Jason Eldering



Welcome to the new year! I hope you and your loved ones were blessed with beautiful Christmas celebrations and shared some quality time together.

As we bid farewell to 2023 and welcome the new year, it is often a time of great enthusiasm with new goals, resolutions and aspirations.

For me, it goes beyond setting objectives; it involves cultivating qualities that shape both our personal and professional lives.

I would like to share some reflections on the journey ahead and some of the key values and guiding virtues that I will take into 2024 with me.

First and foremost, for me is the practice of gratitude. I am profoundly thankful for the unwavering support of my family, the dedication of the SCCQ family, the richness of friendships, and the sense of community that defines our shared experiences.

As an organisation, we achieved so much together in 2023 and it is with great gratitude and love that I thank each of our team and the partners we work with for what they contribute towards our vision of growing communities where best lives are lived.

Temperance for me is a gentle virtue, it's about remaining balanced and calm, not being reactive. It's the practice of listening first and being mindful of the interconnectedness of our actions.

Courage, as I see it, is the balance between recklessness (fight) and cowardness (flight). Courage is being a stable, balanced force infused with love—a force that propels us forward with resilience, reminding us that true bravery lies in facing challenges with a heart full of compassion.

I am profoundly thankful for the unwavering support of my family, the dedication of the SCCQ family, the richness of friendships, and the sense of community that defines our shared experiences.

Justice is a concept that resonates deeply with me. It is about a genuine respect for people and a commitment to creating fairness in all our endeavours. This is why I am particularly passionate about our rural and remote services, as they demand our steadfast support to bridge gaps and create equitable opportunities.

Wisdom, the love of learning and knowledge, is a gift that propels both personal and professional growth. It is an ongoing journey that enriches our lives and empowers us to serve others more effectively. I challenge all of you to ensure you take a growth mindset into 2024 – continue learning and growing.

As we step into this new chapter, let our values of service, courage and compassion, together with these virtues guide our path. May this year be one of collective growth, unwavering support, and shared achievements for the entire SCCQ family.

Wishing you a fulfilling and prosperous New Year!

Jason Eldering, CEO

Christmas spirit shines across SCCQ

As we leap into a new year, let's look back on how our Southern Cross Care communities embraced the festive spirit. There were plenty of Christmas activities and events celebrated by residents, families and staff, demonstrating the power of connection, togetherness, and community across our sites.





Honouring our Excellence Award winners for 2023

Our Southern Cross Care Chair's Dinner was held on Thursday 23 November, where our leaders, staff and invited guests attended and celebrated the winners of our SCCQ Employee Excellence Awards.

It was a wonderful celebration of the SCCQ staff members who have gone above and beyond, as nominated by their fellow team members, and are truly living our core values of Service, Courage and Compassion each day in their jobs.

Manpreet Masuta, Clinical Care Manager from SCC Raceview, won the 2023 Leadership Excellence Award. Manpreet has been an outstanding leader in the role of Clinical Manager for our Raceview home, but in 2023 she also stepped up to take on the Acting Residential Manager role for a period of time at both SCC Raceview and at SCC Holland Park aged care homes.

"Learning the role of the Residential Manager whilst giving leadership support to her team has seen Manpreet shine. She speaks beautifully to her team and spends quality time with residents and their families. Manpreet is never too busy for staff and is always there to support each and every one her team", as said by her fellow team members.

Layla Evans, Personal Carer from SCC Caloundra took out the Employee Excellence Known & Loved Stars Award. Layla brings an absolute sense of fun with her to her lifestyle duties and is able to connect with residents on a personal level, knowing their family members names and important celebrations.

Our CEO, Jason Eldering congratulated the winners and also expressed his appreciation for the Knights, our Chair, our Board and Committee members, our Executive Leadership team, and all SCCQ staff for the contribution they all make to the organisation.

"We are blessed with great people and a great organisation who have gone above and beyond to make such a difference to the lived experience of the people we serve. It's only together that we have been able to make SCCQ the wonderful organisation that it is and will continue to do great things", said Jason.

The event also honoured SCCQ Life Membership recipients, Aidan Smith, Alf Roughan, Don Neander and Terry Bennett for years of faithful commitment and services to SCCQ.



SCCQ's Chief Operating Officer, Michael Wild with 2023 SCCQ Employee Excellence Award Finalists and SCCQ's Chair, Francis Price



SCCQ's Chair, Francis Price with 2023 SCCQ Leadership Award Finalists



SCCQ's Chair, Francis Price with Life Membership recipient, Don Neander

A wonderful celebration of the SCCQ staff members living our core values of Service, Courage and Compassion each day in their jobs.



2023 Employee Excellence Stars Award Winner, Layla Evans with SCCQ's Chief Operating Officer, Michael Wild



SCCQ's Chair, Francis Price with 2023 Leadership Award Winner, Manpreet Masuta

Illoura Village Redevelopment and Expansion

From street level it may be difficult to see the progress that has been occurring on site in the development of our new 81-bed Aged Care Home, however the stage one construction has been taking place with vital earthworks and the associated infrastructure well under way, including storm water drainage and water reticulation services now in place. As we move into 2024, our stage two development will commence and we'll be able to see the start of our new buildings coming 'out of the ground'.

Another of the key milestones achieved this year was the completion of our new Staff Housing. This accommodation is being used as a temporary wing for some of our aged care residents during the construction phase, but will be returned to its intended purpose once the new home is completed and residents are able to move in. Our lucky residents in this new 'temporary' wing are settled and said to be enjoying the front row seats to the construction site.

We also look forward to celebrating with our partners Southern Queensland Rural Health in Autumn as they officially launch their new dedicated training and education hub. The construction on this building is now complete with the team starting to get some benefit from these new facilities already.

Finally, we are excited that we have also completed the build of two new distribution sheds which will support not only our Chinchilla site, but all of our services in the Western Downs Region. We look forward to much more construction activity throughout the year as we move towards the planned completion of our new residential aged care home in mid 2025.



Research benefiting young and old in Chinchilla

SCCQ were thrilled to be involved in an intergenerational research program run by Southern Queensland Rural Health (SQRH) in the Western Downs.

As part of the 6-week program designed to facilitate meaningful interactions between different generations, ten of our Illoura Village aged care residents in Chinchilla, enjoyed weekly visits from ten Year eight students from Chinchilla State High School.

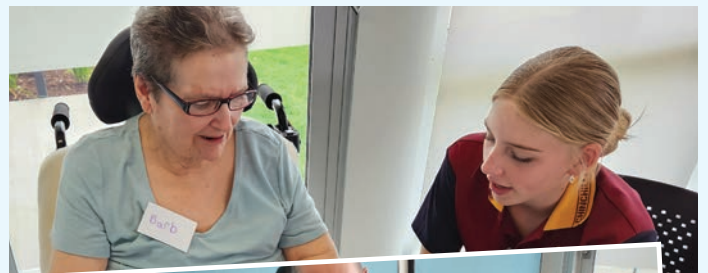
Residents and students took part in planned activities and spent quality time together, helping to strengthen their supportive social networks and community connectedness; both critical attributes to living a meaningful life.

Activities included a scavenger hunt where students and seniors solved riddles together to locate landmarks, a flat-pack assembly challenge requiring the team building of bedside tables, musical bingo, code-breaker activities and much more.

SCCQ's Regional Support Manager for Western Downs, Lance Payne, is passionate about the benefits programs like these have on both young and old members of the community, "Involving the youth into aged care is not only beneficial to the social aspect of a resident's life but also allows students to gain knowledge and insight into the amazing lives our residents have lived. They form a bond throughout this program that enriches both the student and the resident's life."

Research indicates that intergenerational programs cultivate social connection, mentorship and knowledge sharing. They are designed to encourage community building, contribute to improvements in mental and physical health, and foster positive shifts in attitudes towards ageing.

Residents and students participated in interviews at the conclusion of the program, with the questions designed to explore the acceptability, appropriateness and prospective long-term adoption of the program in Chinchilla. Initial findings suggest the program had a bi-directional effect, improving the wellbeing of both older adults and teenagers.



Aged Care Reforms update

The last 12 months has seen some significant changes to how we deliver care for the benefit of older Australian's as the result of the Aged Care Reform. Some of the key changes include 24/7 registered nurse cover, care minute requirement and the development of a Consumer Advisory Body (CAB).

This year is set to be another big year for reforms in our sector with the coming of the new Aged Care Act, strengthened Aged Care Quality Standards and the new regulatory model.

On 14 December 2023, the Department of Health and Aged Care released the Exposure Draft of the new Aged Care Act. The new Act will put the rights of older people at the centre of our aged care system and prioritise their needs. It will clearly set out the responsibilities of aged care providers and protect the rights of older people to safe, quality care.

The new Act will:

- create a simple, single-entry point to make access to the aged care system for older people easier
- include a fair, culturally safe single assessment process
- include rules on supported decision-making to ensure older people have choice and control
- provide additional protections for whistleblowers to allow reporting without fear of reprisal
- introduce a new approach to regulating aged care providers to ensure delivery of safe, quality aged care services
- strengthen the powers of the regulator, the Aged Care Quality and Safety Commission, to manage risk, ensure integrity and support aged care.



Consultation

The draft of the new Act (called the Exposure Draft) is now available for public consultation. Anyone can contribute to the consultation, including older people, their families and carers, aged care providers and workers, researchers, experts and anyone interested in Australia's aged care system. Consultation will close on Friday 16 February 2024. You can find more information at www.health.gov.au/aged-care-act-consultation

Rita Edwards celebrates 105 years of remarkable life



Rita Edwards, a beloved member of the Southern Cross Care (SCCQ) Caloundra community, celebrated an extraordinary milestone birthday, turning 105.

Friends, family, staff and well-wishers came together in celebrating a morning tea for Rita, extending their congratulations to a woman whose life has spanned over a century.

Born on December 20, 1918, in Narrabri, NSW, Rita's journey has been a testament to resilience and strength. Rita's life took her from Narrabri to Toronto, NSW, followed by Baulkham Hills in Sydney in the early 1960s. In the late 1970s, she moved to Brisbane and, eventually, settled in Caloundra over a decade ago.

Rita's life is a story of resilience, having faced hardships and triumphs. She experienced the loss of two daughters at childbirth but went on to raise five sons, two of whom are Members of the Order of Australia. Rita is now the matriarch of a large and loving family, including 14 grandchildren, as well as great and great-great-grandchildren.

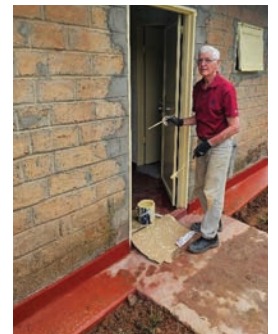
Her secret to a long and fulfilling life? Rita attributes it to a positive mental attitude, moderation (with a soft spot for cakes and the occasional meat pie), her Catholic faith, and, with a touch of humour, "picking the right genes."

Described by her sons in one word as 'stoic,' Rita's standard response to inquiries about her health remains a confident, 'I'm fine.' She continues to engage in activities she loves, such as crocheting without the aid of glasses, using hooks inherited from her grandmother. Rita takes a break from her craft during the winter months to passionately support her beloved Brisbane Broncos.

Residential Manager at SCCQ Caloundra, Karen Wilson has had the privilege of celebrating many centenary birthdays over the years with residents, but having the opportunity to celebrate a 105th birthday is truly special, "Rita's life is a celebration of the human spirit, resilience, and the enduring power of community bonds. We extend our heartfelt congratulations and best wishes to Rita on reaching this incredible milestone. May her 105th birthday be a day filled with joy, surrounded by the love and admiration of the community she has touched so deeply", said Karen.

Staff spotlight

Stephen serving communities in Uganda



We are so blessed to have amazing staff at SCCQ who not only dedicate their days to creating communities where best lives are lived across Queensland, but who also devote their personal time to helping others around the world.

Stephen Mayer, one of the Maintenance Officers at our Caloundra Rise Retirement Estate, has been doing just that in disadvantaged communities of Uganda, putting his building skills to good use as part of his missionary work with his church – Immanuel Lutheran Church (Buderim).

Since 2010, Stephen has been travelling to Uganda every two years with his wife and a group of fellow church members, all generously donating their time and skills to improve the lives of the people in Bbira and Kamuli (villages just outside of Kampala).

Building on the established groundwork of charity organisation Watoto, Stephen and the team are continuing the important job of building and renovating

homes, infrastructure and resources for the men, women and children in these underprivileged communities. They are also teaching skills to the women in the village, empowering them to be leaders and to have a chance at a better future for their families.

They also look for ways to best serve people in the villages however they can.

Stephen most recently returned from a three-week trip to Uganda in November, dedicating his time there to building furniture, blackboards, renovating, weeding land, donating much needed clothes and toys to the villagers, and spending some quality time with the people he has come to call his friends.

"It's not only great to be able to help the people in these villages, but it's also great to catch up with them as we've forged strong relationships with the people in these communities over the years", said Stephen.

Resident story

A special friendship for almost 70 years

By Shirley, Resident at SCC St Mary's aged care home, Raceview.

My name is Shirley and I reside at St Mary's (SCCQ aged care home in Raceview). This is the story of a wonderful and lasting friendship with Helen, who also resides at St Mary's.

My friendship with Helen spans almost 70yrs. We met at the bus stop on Ellenborough St, Ipswich, outside the old Queensland Times (Q.T.) building, when we were both not long married and I had one child in toe, and Helen was heavily pregnant with twins.

Helen's twin boys arrived in July and in February the following year, I had my second son. Helen had two more girls and I had two also, a girl followed by a boy.

Our children played together, went to Silkstone State School and then on to Bremer State High. Our eldest son had just commenced high school, but when my husband was posted to Wagga Wagga in 1966 we had to relocate. Our years in Wagga Wagga was most enjoyable, even during the first year of having to endure a southern winter in an unheated house.

Helen and I maintained our friendship via mail and she even came and spent a week with us, along with her 4yr old, Glenda, which was lovely.

On our return to Ipswich in 1972, we left behind our eldest child at teacher's training college, and our son Greg who was an apprentice in the NSW railway. Our life resumed and over the years our family expanded with our children marrying and having children themselves.

Helen and I didn't see as much of each other during some of those years, but here we are many years later, both together again at SCC St Mary's where our friendship has endured and I feel lucky to have her with me in this late stage of our lives.



Shirley and Helen, friends and fellow residents at SCC St Mary's aged care home



Life changing support for Lee

2023 has been a life changing year for Lee Groves, thanks to the financial support of his SCCQ Home Care package, but even more so because of the friendship and invaluable support he receives from Odette Brown, his SCCQ Support Worker.

Since May 2023, Odette has been offering support to Lee every Thursday. She visits his home in Caboolture, and while Lee gets ready for a day out with Odette, she takes the time to check that he has food in his fridge, has been taking his medications, and helps Lee clean his house, all before taking him shopping or to his appointments.

"When I take Lee to his regular doctor's appointments, we now have a little tradition where we stop at the nearby pie shop and enjoy a scallop pie together", says Odette.

"Lee also loves the club, so I'll often take him there where we might sometimes have lunch together, and Lee will often have a play on the pokies too".

Although Lee is loving life now, it wasn't always the case. A few years ago, he was living in an unhealthy and unclean environment in a caravan park with no support from anyone.

Lee also suffers from a brain injury which often affects his memory. Living on his own means that there are certain routines and automatic prompts he regularly requires.

"To help Lee with his daily reminders, we've set him up with a special watch that he wears to prompt him when to take his medications, upcoming appointments, and to remind him when I'm scheduled to arrive each week", says Odette.

Through his home care package, Lee's SCCQ Client Facilitator, Jen McGuinness, has also arranged much needed medical and assisted living equipment such as a special recliner chair, a new bed, access to meals, and new shoes from the podiatrist".

When asked what Odette enjoys most about her time with Lee, she simply says, "We have lots of laughs and we enjoy each other's company. I've seen Lee come so

far and grow this past year and I'm really glad I got to have Lee as a client".

It's clear that Lee also looks forward to his weekly visits from Odette, "I have a ball with Odette and I like that she takes me to the club. Before I was with SCCQ, I lived in a caravan park and not treated very well. Now that I'm with SCCQ, life is beautiful", says Lee.

To find out more about SCCQ's Home Care Services, call 1300 306 442 or visit sccqld.com.au



Live the life
you want



SCC 978

Our Home Care services support you to live your best life on your terms

At Southern Cross Care Qld, we have a wide range of home care services to help you stay healthy and happy and keep living at home. We offer support to help you live the life you want, the way you want.

Call us on **1300 306 442**
sccqld.com.au

An initiative of the Knights of the Southern Cross



Upskilling our staff with First Aid Training

Our staff across SCCQ were recently given the opportunity to upskill in nationally accredited First Aid Training, providing them with the confidence to apply emergency lifesaving care to residents, staff, or visitors if the need ever arises.

The comprehensive training program covers over 60 subjects including, Resuscitation with and without defibrillation, Bleeding management, Anaphylaxis, Asthma, Soft Tissue Injuries, Fracture Management, Choking Management, Envenomation/Snake Bite care, and Remote and Isolated extended care considerations.

SCCQ's Learning & Organisation Development Manager, Somi Khani, is passionate about having the course delivered to as many staff members as possible across the organisation.

"We of course already have our qualified nurses and care staff trained in first aid, but offering this type of professional development to all of our workforce across all of our services not only gives staff valuable skills in first aid, but also gives our residents and customers peace of mind", said Somi.

Although it is not required for all aged care workers to be trained in First Aid, it is something that everyone can benefit from, both at work and in their personal lives, and a way for SCCQ to show their appreciation to staff for their service.

100 staff members have already enrolled in the training program across various SCCQ sites, with many more training sessions planned and offered to all staff at each of our aged care homes, retirement villages, and home care offices during 2024.



Staying sun safe

Our skin is the largest organ in our body and needs care and attention to stay healthy. It is particularly important to take care of our skin as we age.

Queensland is blessed with plenty of sunny weather, but unfortunately has one of the highest rates of skin cancer in the world. The good news is that there are simple steps you can take to keep safe in the sun this Summer.



1

Wear protective clothing

Wearing protective clothing is your first line of defence against UV radiation. Ensure your clothes are in good condition and covering as much skin as possible.

2

Wear a hat

Wear a hat to protect you face, scalp, ears, and neck from the sun. Consider a broad brim or legionnaires hat as it offers more protection than a cap.

3

Put on sunglasses

Close fitting wraparound sunglasses can help protect the skin around your eyes as well as the eyes themselves. Make sure they meet the Australian standards for UV protection.

4

Seek shade

If you need to be out and about during times when the UV is at its highest, seek shade out of the direct sunlight. You can find a tree, use an umbrella, or seek the shade of a building.

5

Apply sunscreen correctly and regularly

Use a broad-spectrum sunscreen that protects you from both UVA and UVB radiation. Make sure that it is labelled SPF30 or higher. Apply the sunscreen 20 minutes before going into the sun and reapply every two hours.

From [Liveup.org.au](https://www.liveup.org.au). LiveUp is a healthy ageing initiative funded by the Australian Government Department of Health and Aged Care.

SCCQ partners with ACU to boost oral health in aged care

Good oral health is an important part of our overall health and wellbeing. Poor oral health, particularly in older Australians, can cause serious complications and is an important subject attracting research focus within the aged care environment.

SCCQ has partnered with health researchers at Australian Catholic University (ACU), who will develop a new app-based protocol to improve the oral health and wellbeing of residential aged care residents, thanks to a \$210,000 grant from aged care Research & Industry Innovation Australia (ARIIA).

In the joint project with Amelo Dental, ACU researchers will initially work with staff and residents at five SCCQ aged care homes to pilot and review the new protocol, with plans to then roll it out nationally during 2024.

The new protocol's impact on health and wellbeing and staff confidence in oral health management will be

compared to standard practices by measuring changes in oral health behaviours, social interaction, and diet before and after its introduction.

Lead research Dr Kieran Flanagan, a speech pathologist and aged care researcher at ACU, said the purpose behind trialling an app-based oral health protocol is to help educate aged care staff and provide the right oral products for residents in aged care.

"Our ultimate goal is to provide a protocol for better oral health care that leads to better health and quality of life, and for this protocol to be used broadly across the nation in residential health, and that's something we can all smile about", said Dr Flanagan.

If you or your family member are an SCCQ aged care resident and wish to participate in this research study, please contact Sandra Glaister on sandra.glaister@sccqld.com.au



Better oral health care that leads to better health and quality of life.

What's cooking?



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

I'm Subina Pokhrel and I am the Chief Cook at SCC Edens Landing Residential aged care.

What do you like most about your role?

Being a cook in aged care is incredibly fulfilling because I get to positively impact the lives of the residents through my cooking. It brings me joy to create meals that nourish their bodies and bring them happiness. Seeing their smiles and knowing I'm making a difference is truly rewarding.

What do you do to relax?

I usually enjoy doing activities that bring me joy and help me unwind. Some of my favourite ways to relax include watching movies, listening to soft music, playing games, and also spending time with my husband and son helps to calm me.

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

I would choose my Dad's parents who I didn't get to meet. Even though they passed away before I was born, they hold a special place in my heart. If I had a chance to share stories and memories about all of us, then that would make the dinner even more meaningful.

What is your favourite restaurant?

My hometown, Birtamod in Nepal has many restaurants with varieties of Momos. But recently opened restaurant *Momolaya*, have perfect vegetarian Momo with delicious pickle.

What is your favourite recipe?

Momo is my favourite dish that I can have anytime.



SUBINA POKHREL SHARES HER FAVOURITE RECIPE

Vegetarian Momo

Ingredients:

2 cups all-purpose flour	1/4 cup chopped onions
1 cup finely chopped vegetables (like cabbage, carrots, bell peppers)	1 tablespoon grated ginger
1/2 cup chopped mushrooms (optional)	1 tablespoon soy sauce
	1 tablespoon oil
	Salt and pepper to taste

Method:

1. In a mixing bowl, combine the all-purpose flour with a pinch of salt. Gradually add water and knead until you have a smooth dough. Cover and let it rest for 30 minutes.
2. In a separate bowl, mix together the chopped vegetables, mushrooms, onions, ginger, soy sauce, oil, salt, and pepper. Make sure everything is well combined.
3. Take a small portion of the dough and roll it into a thin, circular shape. Place a spoonful of the vegetable filling in the centre of the circle.
4. Fold the edges of the dough to form a half-moon shape, and pinch the edges together to seal the momo.
5. Repeat the process until you have used all the dough and filling.
6. Steam the momos in a steamer for about 10-12 minutes, or until the dough is cooked and the filling is tender.
7. Serve the vegetarian momos hot with your favourite yummy tomato pickle on the side.

Around our Homes and Retirement Villages

DIWALI CELEBRATIONS

We have a beautiful community of staff who are so generous in the sharing of their cultural celebrations and rituals. Our residents and fellow team members got to share in the joy and festivities of Diwali across some of our aged care homes. There was dancing, fabulous food and beautiful cultural dress and decorations too!



GREEN THUMBS AT ALLORA HOMESTEAD

Our Allora Homestead Gardening Club residents have been busy planting colourful flowers in their new raised garden beds and making sure they're getting lots of water and fertiliser.



AN UPLIFTING MORNING AT TAROOM

Our Taroom residents came together for prayer, music, singing and dancing for an uplifting morning.

It's been an eventful few months of activities and celebrations across our Residential Aged Care Homes and Retirement Villages. Here's what some of our residents and staff got up to.



MELBOURNE CUP IN OUR RETIREMENT VILLAGES

Our Retirement Villages at Noosa Waters, Caloundra Rise, Edens Landing, Parque Vista and Stretton Gardens sure know how to celebrate Melbourne Cup. There were gorgeous frocks, fantastic head pieces, and a delicious spread of food enjoyed by all.



HALLOWEEN BROUGHT OUT THE SPOOKY!

It was definitely creepy & kooky and a little bit spooky at our Holland Park, Stretton Gardens, and Edens Landing aged care homes last October. Our staff and residents had some fun dressing up and getting into character for Halloween.



BRINGING THE FARM TO ST MARY'S

Our St Mary's residents in Raceview recently spent a joyful morning cuddling and interacting with some gorgeous farm animals. There were goats, piglets and chickens. What a wonderful bonding experience for the residents!



Train your brain



R	B	N	J	T	K	R	E	B	M	E	C	E	D	Y	M
T	D	M	N	H	O	U	R	G	L	A	S	S	R	S	M
X	Z	X	C	H	A	M	P	A	G	N	E	C	A	R	T
F	S	A	N	X	R	J	H	T	P	N	O	C	E	E	R
I	S	E	W	E	N	M	C	U	F	L	W	M	Y	M	E
R	S	W	M	R	R	T	L	X	R	L	O	L	M	A	G
E	N	J	O	A	L	N	C	E	C	M	U	N	F	E	R
C	O	A	Y	V	G	Q	G	D	B	C	W	T	S	R	E
R	O	N	J	K	T	Y	P	O	O	M	T	G	E	T	K
A	L	U	F	Y	P	C	Y	U	I	B	N	M	S	S	A
C	L	A	M	U	I	Q	N	D	T	I	Q	D	S	K	M
K	A	R	O	S	N	T	N	O	C	H	A	B	I	W	E
E	B	Y	U	H	D	I	A	N	K	H	A	M	K	I	S
R	E	M	M	O	G	S	A	T	M	Z	N	P	Q	C	I
S	C	L	W	H	T	D	S	T	R	N	M	K	P	G	O
R	O	N	T	S	C	E	L	E	B	R	A	T	E	Y	N

HAPPY NEW YEAR Words go horizontally, vertically, diagonally and backwards. Words do not bend, or overlap.

STREAMERS
DANCING
CHAMPAGNE
HAPPY
TUXEDO
FIRECRACKERS

TOASTS
DECEMBER
GAMES
YEAR
MUSIC
HOURGLASS

FLUTES
MIDNIGHT
NEW
COUNTDOWN
NOISEMAKER
BALLOONS

VOWS
HATS
CELEBRATE
KISSES
FUN
JANUARY

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 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

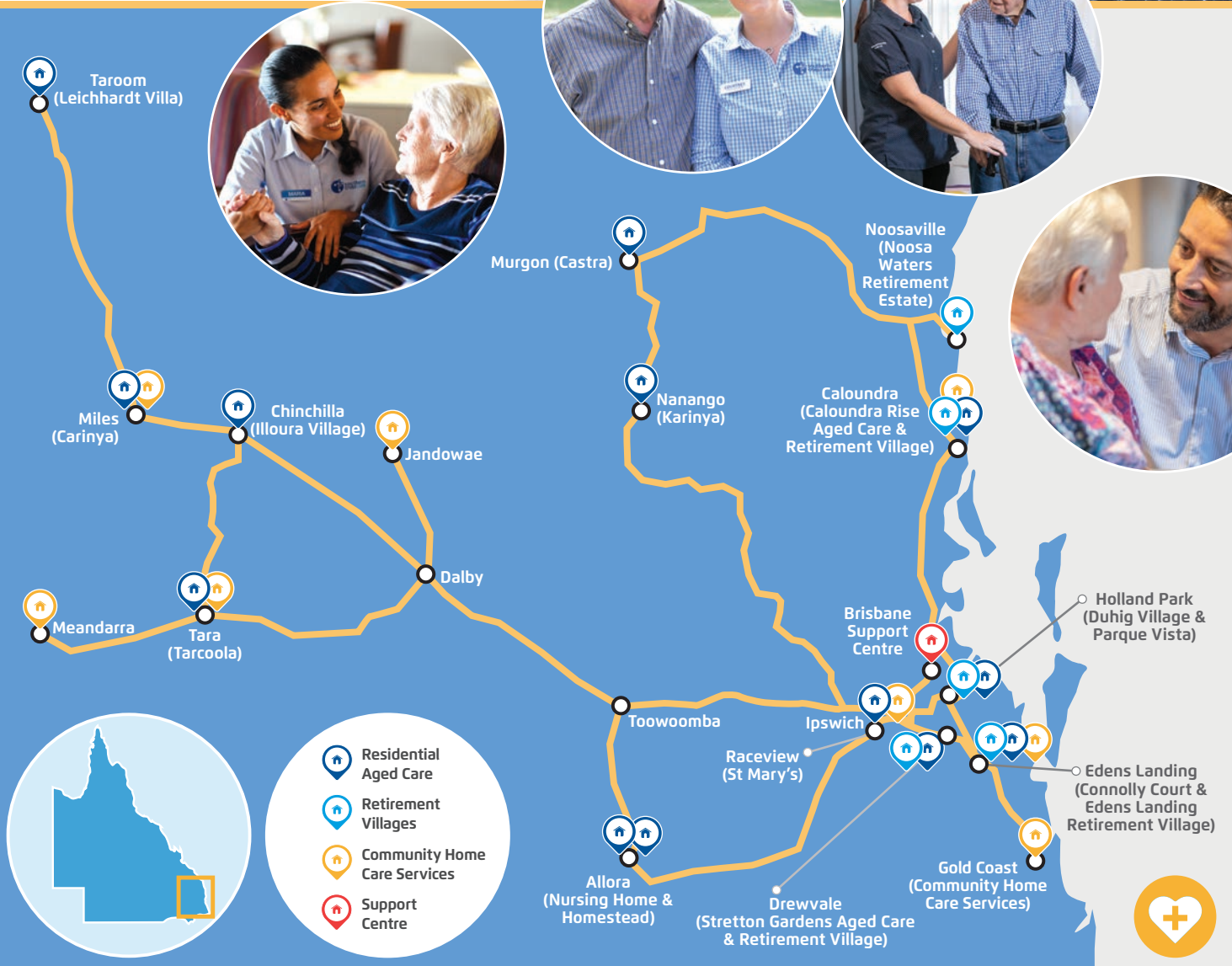
We acknowledge the traditional peoples of the land on which our facilities stand. We recognise that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to this life in the regions in which we provide services.

Solution

N	A	E	L	V	R	B	E	T	E	C	S	L	N	O	R
O	G	P	K	W	N	R	L	S	D	L	H	M	T	C	S
I	C	D	N	Z	W	L	V	S	G	O	W	W	E	R	
S	I	K	W	V	H	K	N	V	I	D	H	N	A	B	E
E	M	I	B	V	H	C	O	N	T	N	S	O	R	V	K
W	K	S	D	D	I	L	D	N	D	I	N	W	V	T	C
V	S	S	W	N	B	I	N	A	C	P	A	F	N	T	V
K	L	E	G	L	W	O	O	D	A	L	K	F	N	O	R
E	R	S	L	M	C	B	D	G	D	G	A	A	V	O	C
R	E	J	N	N	W	C	E	C	N	T	V	O	F	N	E
G	V	W	T	O	T	R	X	T	L	R	R	W	M	S	R
E	W	A	W	M	T	F	N	C	W	N	E	M	E	S	I
R	E	E	C	O	N	D	L	H	F	R	X	N	V	S	F
L	R	V	C	E	N	G	V	D	W	V	H	C	X	Z	X
W	S	R	S	S	V	T	G	R	N	O	H	N	W	D	L
W	A	D	E	C	E	W	B	E	R	K	L	F	N	B	R

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

