



the star



SCC Caloundra celebrates 20 years of serving their community See story page 4.

Inside:

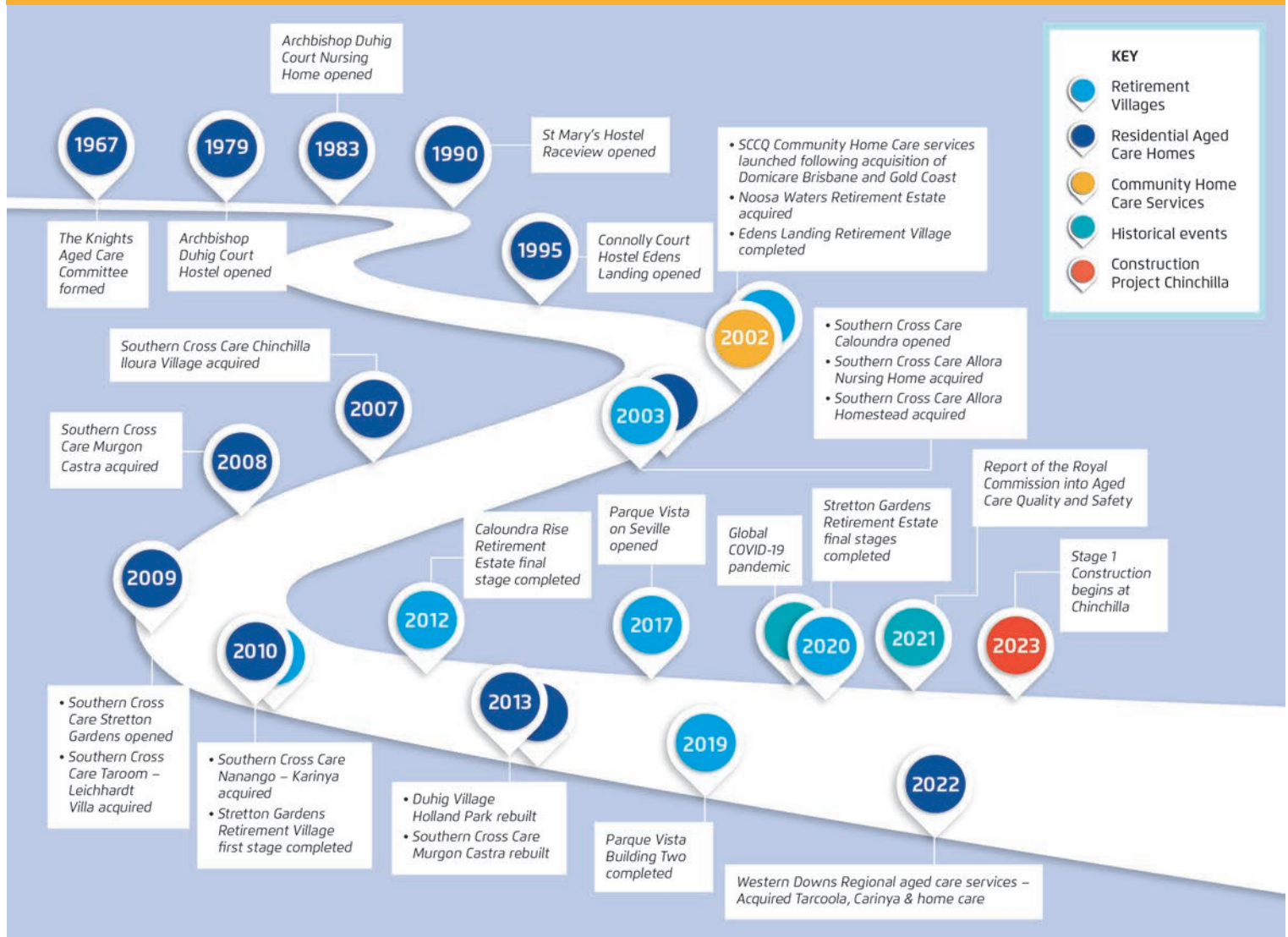
Macleay Island locals enjoy retirement at Edens Landing
Virtual adventures for our aged care residents
Handmade quilts offer comfort after Tara bushfires

Contents

- 3 From Chief Executive Officer Jason Eldering
- 4 SCC Caloundra celebrates 20 years of serving their community
- 6 Embracing reconciliation: SCCQ's Reflect RAP receives endorsement
- 8 Macleay Island locals enjoy retirement at Edens Landing
- 9 Showcasing SCCQ at the Brisbane Retirement Living Expo
- 10 Aged Care Reform update
- 12 Farewell to SCCQ Board Member, Michael Gregg
- 13 Virtual adventures for our aged care residents
- 14 Illoura Village, Chinchilla redevelopment and expansion update
- 15 Handmade quilts offer comfort after Tara bushfires
- 16 SCCQ welcomes second cohort of PNG workers to our regional communities
- 17 Listening First with our annual staff survey
- 18 CareApp connects more families
- 19 What's Cooking – Jeanette's Peanut Butter and Caramel Cheesecake
- 20 Around our homes and retirement villages
- 22 Train your brain puzzle
- 23 Our services across Queensland

Front cover photo: SCC Caloundra's 20th anniversary event

Our journey serving the community so far...



Welcome message

From Chief Executive Officer Jason Eldering



At Southern Cross Care QLD, we deeply value our role in nurturing communities where individuals thrive and flourish. For over four decades, our organisation has strived to embody a human-centred approach, with our values of service, courage and compassion guiding our way.

We recognise that our journey is not just about providing care, but about growing communities where best lives are lived. I am immensely grateful for the impactful work being carried out by our people, and I take great pride in the contributions our team and communities consistently delivers.

As our industry undergoes constant evolution to better serve our ageing population, I empathise deeply with the challenges it poses to our people in maintaining our organisation's responsiveness to these changes. We are deeply committed to growing and evolving to offer better care, richer relationships and a better understanding of community needs. During this period of change, it is more important than ever for us to be mindful of the needs of the communities in which we operate. From metropolitan urban centres to the rural landscapes of our regional and remote communities, each of the locations we serve, presents us with unique challenges and opportunities as the fabric of community changes. It is our role as an organisation to remain true to our Known & Loved culture where 'Listen First' is a key pillar. It is only through active listening and a deep understanding of the needs of our communities that we will be able to respond and co-design innovative solutions.

We recognise that true community development goes beyond the provision of services; it is about empowering individuals to lead fulfilling lives with dignity and purpose. By fostering a culture of inclusivity, respect, and collaboration, we are creating spaces where everyone feels valued and supported. I invite those in our communities to share their insights and ideas with us. It is only through co-creating

that we will be able to build thriving communities. On this note, I'd like to highlight our SCC Caloundra community which recently celebrated its 20th anniversary, marking two decades of dedicated service to the local community. Caloundra exemplifies our integrated model of building loving communities. With a 103-bed Residential Aged Care facility, a 199-unit retirement living village, and a thriving home care team, this is truly a place where we can allow the people we serve to age in place. I am incredibly proud of the team at Caloundra and the work that they do every day, particularly thanks to Karen Wilson our Residential Manager as she has led this community for more than 14 years and brings such warmth and grace to her SCCQ family and the residents that she cares for.

Additionally, I extend my heartfelt thanks to the dedicated group of staff who volunteered to be a part of our first Reconciliation Action Plan working group. This group of eight team members helped guide the project, ultimately receiving Reconciliation Australia's endorsement for our RAP earlier this year. Our goal is to work across all of the communities in which we serve towards reducing the gap of inequality experienced by Aboriginal and Torres Strait Islander people. This plan marks the commencement of a journey we are wholeheartedly committed to. Our copy of our Reflect RAP is now available on our website.

While we take pride in our accomplishments, we recognise the importance of continuous growth and improvement. Let's remain attentive in our listening, innovative in our solutions, and steadfast in our commitment to creating communities where the best lives are lived. Together, let's continue this wonderful journey of developing loving communities with gratitude and compassion guiding our way.

Yours in service,
Jason Eldering, CEO

SCC Caloundra celebrates 20 years of serving their community

SCCQ proudly commemorated the 20th anniversary of our Caloundra aged care community in March this year, marking two decades of dedicated service to the local community.

It was a truly special occasion where residents, families, staff and guests gathered with a celebration and a reflection of a strong, supportive and proud community.

Twenty years ago, SCCQ embarked on a mission to create an integrated community where residents could age in place, offering a blend of independent living units and a residential aged care home for those requiring higher levels of care.

In 2001, SCCQ was able to secure a picturesque 84-acre location, nestled between Caloundra's golden beaches, the Glasshouse Mountains, and Pumicestone Passage, which became the canvas for our ambitious project.

Southern Cross Care Caloundra was officially opened by The Hon Julie Bishop MP and was blessed by Bishop Brian Finnigan on 14 March 2004.

"What makes our communities thrive is the people. From the residents who live here, to the teams that work here and our partners that volunteer and donate their time", said Jason Eldering, SCCQ CEO.

"Caloundra is the perfect example of our integrated model of building communities. With a 100-bed Residential Aged Care facility, 200-unit retirement living village, and a thriving home care community team, this is truly a place where we can allow the people we serve to age in place", Jason expressed.

Residential Manager, Karen Wilson is humbled and grateful to be part of Caloundra's remarkable journey, "Each day spent alongside our residents has filled my heart with warmth and inspiration over the years. Their stories, laughter, and unwavering spirit has truly enriched my life."

Here's to many more years of shared memories, laughter, and continued care for our beloved residents", said Karen.





Southern Cross Care Caloundra was officially opened by The Hon Julie Bishop MP and was blessed by Bishop Brian Finnigan on 14 March 2004.



Embracing reconciliation: SCCQ's Reflect RAP receives endorsement

Last year we commenced the important journey of developing a Reconciliation Action Plan (RAP) in consultation with Reconciliation Australia, who have now endorsed our first Reflect RAP.

The development and endorsement of our RAP is an important step for SCCQ, formalising our commitment to reconciliation and enabling us to take meaningful action towards the healing of the past, raising awareness of current inequalities, reducing racism as well as promoting equity and unity for all Australians.

Our Chair, Francis Price sees this as an opportunity to listen and learn from our First Nations people. "I humbly support the opportunity to start progressing on a pathway to learn from and engage with Australia's First Nations people in the environments where we operate", said Francis.

A working group of eight SCCQ team members helped guide the project, ultimately receiving Reconciliation Australia's endorsement for our RAP in January. We'd like to thank John Manouk, Jasmine Siggs, Scott Norton, Casey Bron, Antonio Peluso, Jenny Muller, Sharon Bateman, and Sandra Glaister for their valuable contribution to the development and endorsement of SCCQ's RAP.

SCCQ now joins a network of more than 2,500 corporate, government and not-for-profit organisations that have committed to advancing reconciliation through the development of a RAP.

The next part of our journey is working towards meeting the deliverables set out in our RAP. A new working group will come together to help with this important work, which includes developing relationships with Aboriginal and Torres Strait Islander stakeholders, and scoping where SCCQ can influence and support the national movement towards reconciliation.

"I humbly support the opportunity to start progressing on a pathway to learn from and engage with Australia's First Nations people in the environments where we operate".

"Our goal is to work across all of the communities in which we serve towards reducing the gap of inequality experienced by Aboriginal and Torres Strait Islander people. This plan marks the commencement of a journey we are wholeheartedly committed to", said our CEO, Jason Eldering.

To find out more about our commitment to reconciliation and to view our RAP, visit sccqld.com.au/about-us/reconciliation





Setting a path for meaningful action

Now that our RAP has been endorsed, we can work towards delivering meaningful action that solidifies our commitment to reconciliation. Some examples of the key deliverables that form part of our Reflect RAP include:

- Identify external stakeholders that our organisation can engage with on our reconciliation journey;
- Conduct a review of cultural learning needs within our organisation;
- Raise awareness and share information amongst our staff about the meaning of NAIDOC week;
- Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities;
- Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.

To view our RAP, visit sccqld.com.au/about-us/reconciliation



Macleay Island locals enjoy retirement at Edens Landing



L to R: Rosslyn Ryan, Enid Grant (seated), June Lauder, Eddie Woolard, and Arch Lauder

Only 30 minutes south of Brisbane CBD, nestled amongst serene green landscapes and vibrant community life is SCCQ's Edens Landing Retirement Estate. It is proving to be a popular choice for a particular group of retirees to spend their golden years, all having moved from the same island community only a hop, skip and a jump away.

Over the last two years, June and Arch Lauder, Rosslyn Ryan, Enid Grant, and Eddie Woolard, all independently made the permanent move from Macleay Island (in Southern Moreton Bay) over to Edens Landing Retirement Village.

Firstly, it was June and Arch who were to call Edens home, after they initially had their mind set on retiring in Warwick, but had a change of heart when they decided to drop in to Edens for a quick look, and the rest is history.

"It was the first and only Retirement Village we looked at, and that's all it took for us to make the decision to move in", said June.

June spread the word to the other Macleay Island locals about the benefits Edens Landing Estate had to offer as

a retirement option. After a few social visits, Rosslyn, Enid and Eddie all purchased their own units and moved in not long after.

Eddie was impressed with the facilities at Edens Landing, "When I first went to visit June and Arch at the Village, I noticed how nice it was here. The shops were nearby and the bus stop was right there too. I thought, this is heaven!". It's always nice knowing who your neighbours will be, but it was the actual village that sold me", said Eddie.

Enid also hasn't looked back and loves the Village life at Edens Landing, "It's nice and quiet here and a really nice village. I like the people here and it feels like family. It feels like coming home."

For Rosslyn, the move was a big decision, as she had lived and worked on Macleay Island for over ten years and knew she'd be leaving a lot behind, "When I came along to the Open Day at Edens Landing, I had looked at ten other villages already, but here I saw how happy the residents were and I met some who had been living here for over 20 years so that's saying something about the place. I also really liked the location and the size of the village as it wasn't too big. It's just a really lovely community at Edens Landing", said Rosslyn.

Showcasing SCCQ at the Brisbane Retirement Living Expo

SCCQ's Retirement Living team attended the annual Brisbane Retirement Village Expo in February, giving them the unique opportunity to showcase SCCQ's retirement living offerings, and engage directly with a range of individuals and couples who were planning for their future.

The event, held at the Broncos Leagues Club in Red Hill, hosted a range of retirement living providers alongside SCCQ, and saw hundreds of expo attendees come along to ask questions and gather information on everything about retirement.

The community engagement was extremely positive with attendees learning about SCCQ's Retirement villages across 5 locations, village features, current availability of villas and units for sale, and contract options.



SCC Stretton Gardens Retirement Village Manager, Sue Eichperger and SCC Edens Landing Retirement Village Manager, Gary Watts at the 2024 Brisbane Retirement Living Expo

RETIREMENT LIVING

With Southern Cross Care

Live the retirement you *imagined*



Live the best years of your life with the freedom to do all the things you always dreamed of

Our estates are set apart by our welcoming, genuine communities. Choose from resort-like coastal communities to ultra-modern inner-city communities just minutes from the heart of the city. A low-maintenance and relaxed lifestyle awaits – spend your time by the pool, entertain family and friends, or take part in social activities.

Our Retirement Estates are located at Noosaville, Caloundra, Holland Park, Drewvale, and Edens Landing.

Contact us to arrange a free tour at any of our locations.

Aged Care Reforms update

Australia's aged care system is undergoing a profound transformation with a series of reforms aimed at improving the quality, safety, and accessibility of care for older Australians. The reform will place a renewed focus on person-centred care, empowering individuals to actively participate in decisions affecting their lives and their preferences.

New Act and Strengthened Quality Standards

In response to the findings of the Royal Commission into Aged Care Quality and Safety, Australia will now introduce a new Aged Care Act (New Act), a revamped regulatory model for providers, and Strengthened Aged Care Quality Standards, to ensure better outcomes for elderly Australians.

The Exposure Draft Act was released for public consultation in December 2023, seeking feedback from everyone with an interest in aged care, including older people, their families and carers. More information about the Exposure Draft can be found at www.bit.ly/AgedCareBill

The New Act emphasises a new definition for 'high-quality care' in aged care, and outlines what

older people can expect from registered providers in the Commonwealth aged care system, ensuring more accountability, transparency, and safeguard mechanisms within aged care facilities.

The Aged Care Quality and Safety Commission will also be responsible for regulating registered providers against seven new strengthened Quality Standards (Figure 1). Each Standard has a set of expectations, intent, outcomes, and actions that providers need to demonstrate. For more information on each of the standards, please visit: www.bit.ly/StrengthenedQualityStandards





Taskforce Recommendations & Enactment

The Aged Care Taskforce handed down their Final Report in March 2024, comprising 23 recommendations aimed at reshaping Australia's aged care funding to be more "equitable and sustainable" and providing a blueprint for future funding reforms.

The Government however, has decided not to rush the enactment of the new act, recognising the complexities involved in implementing such comprehensive changes. Instead, a staged rollout will take place, allowing for careful consideration of the Taskforce's recommendations and ensuring that the reforms are effectively implemented.

This cautious approach underscores the Government's commitment to enacting meaningful reform that addresses the systemic issues within the aged care sector. By taking the time to review and assess the recommendations, Australia aims to create a more sustainable and person-centred aged care system that meets the needs of its elderly citizens.

Where to find more information

The Department of Health and Aged Care has many useful resources on their website: www.bit.ly/AgedCareReforms, or you can get in contact with our Quality Team at SCCQ via email at quality@sccqld.com.au



"At SCCQ we welcome the report's recommendations, particularly its strong focus on regional Australia. The report outlined the need to consider the remoteness classification system and continue block funding for areas where services are in short supply, like they are in our regions.

Moving forward, it's essential for us to be innovative in our approach to delivering solutions for all Australians. I encourage open dialogue within our communities about the changes that are occurring in our industry and their impact on the people we serve."

Jason Eldering, SCCQ CEO.

Farewell to SCCQ Board Member, Michael Gregg

We bid farewell to Michael Gregg and thank him for his valuable contributions as an SCCQ Board Member, as he hangs up his hat after serving for 12 years on the Board.

An active member of The Knights of the Southern Cross, Michael joined our board in 2012 as Treasurer, and most recently chaired the Governance and Risk Committee and was the Secretary of the Association.

We express our deepest gratitude to Michael for his exceptional contributions during his time as an SCCQ Board Member. His commitment, wisdom, and leadership have made a positive impact on our organisation's growth and success, and his dedication will leave a lasting legacy that will continue to inspire us.

We wish Michael all the best in his future endeavours.



L to R: SCCQ CEO, Jason Eldering; SCCQ Board Member, Michael Gregg; SCCQ Board Chair, Francis Price

Volunteer with us

Enrich your life and theirs

Volunteer with Southern Cross Care QLD and make a difference to the lives of older people at our Aged Care homes across South-East QLD.

Call 1800 899 300 or email
volunteers@sccqld.com.au



Virtual adventures for our residents

SCCQ are embracing virtual reality (VR) technology across our aged care homes, to enrich the lives of our residents, providing immersive experiences that transport them to distant places and spark cherished memories.

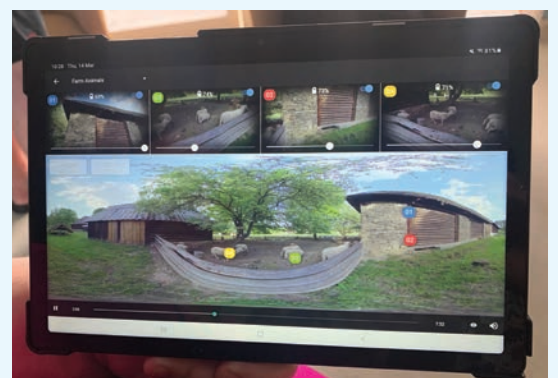
Residents are donning VR headsets to embark on virtual adventures, from exploring the wonders of the Great Barrier Reef to strolling through the bustling streets of Paris. For many older people, these experiences offer a welcome opportunity to reignite a sense of wonder and curiosity.

Hazel, a resident from SCC Stretton Gardens, praised the technology, with the underwater virtual experience being her favourite so far, "I was always scared of the water in real life but I love the virtual underwater experience. At my age, to experience something like this is just fantastic", said Hazel.

Fellow Stretton Gardens resident, Noel, also raved about the underwater virtual experience, proving to be a popular choice amongst the residents, "I used to do a bit of scuba diving when I was younger, and this experience takes me back and gives me the same feeling I remember. It's just wonderful", said Noel.

The VR activity is piloted from an iPad which has access to an endless amount of experiences available, and can easily be operated by SCCQ's Lifestyle team as they lead these enjoyable sessions with their residents and help them navigate each experience.

Not only has this initiative proven to be a fun activity for our residents, but it has also helped to encourage more movement, mobility and socialisation in an exciting and engaging way.



Illoura Village, Chinchilla redevelopment and expansion

We're out of the ground!

After months of preparatory work, the Illoura Village Redevelopment and Expansion Project has reached a significant milestone as construction moves above ground. Despite facing adverse weather conditions, including a particularly wet summer, the project is steadily progressing.

The project, which will deliver a new 81-bed aged care home, a dedicated education and training hub, affordable staff housing and a community centre for ageing well, is now visibly taking shape with the completion of all concrete slabs, the commencement of framing work and roof trusses being installed.

The project has only been made possible through co-funding by SCCQ and the Australian Government Department of Health and Aged Care, and is now being brought to life by our construction partners, Castalia Group, D26, and Integral Construction. Integral has a workforce on-site each day of around 30 employees and a bevy of local contractors working tirelessly to bring this vision to life. This project is not only transforming the landscape in Chinchilla, and delivering a much-needed innovative and sustainable model of care for regional Australians, but is also creating vital employment opportunities within the local region.

Stuart Lummis, Chief of Development and Capital Planning, recently toured one of Integral's similar projects, a new aged care home in Strathpine. "The standard and airy feel of the Strathpine home is impressive," remarked Stuart. "We believe that on completion, the new Illoura Village home will set a benchmark for other Aged Care providers in regional Queensland to aspire to."

Looking ahead, the focus of the next three months will be on completing the roofing phase. This milestone is expected to mitigate the impact of any further adverse weather conditions, facilitating uninterrupted progress for the remainder of the construction period.



Project Control Group, met onsite on the 12 March 2024.

From left to right: Stuart Lummis, Deiter Blaich, Francis Price, Robert Baldi, Tony Plunkett, Lance Payne, Jason Eldering, Geoff Ford

Handmade quilts offer comfort after Tara bushfires

In the wake of the bushfires that affected the community of Tara in October 2023, there was a heartening display of compassion as handmade quilts found their way into the homes of SCCQ Home Care clients, offering a little solace amidst tragedy and showcasing the power of community goodwill.

Leandra and her family were just some of the many locals in Tara who lost their home in the devastating bushfire last year. Leandra, her husband, and daughter, like many others, had no choice but to evacuate.

In addition to losing their home, Leandra, an SCCQ Home Care client, also lost her husband Chris, passing away only a few months later, "It was really hard. We lost the house on 28 October and we weren't able to save much, but we were able to get everyone out including the dogs. Then to lose my husband soon after that, it has been very difficult", said Leandra.

Similarly, Denise, another SCCQ Home Care client, and her husband Victor, also had to flee their Tara home during the bushfires, evacuating to two different evacuation centres. Although they were lucky not to lose their home in the fire, Denise as the main carer for her husband Victor at the time, found the evacuation centres were not well set up for people with walkers or wheelchairs, making caring for Victor quite difficult during that time.

Yet, amidst their trials, Leandra, Denise, and others found comfort in the generosity of strangers. Handcrafted quilts, lovingly created by craft enthusiasts Pamela and Donna from the Sunshine Coast, emerged as symbols of empathy and support, and were distributed to Leandra and Denise with the help of SCCQ.

For Leandra, receiving such a gift was profoundly meaningful, "Receiving the quilt was so nice and it meant a lot because it was something that someone was giving from their heart."

Similarly, it also meant a lot to Denise, "To receive something that was bright and happy at time when things felt really hard, that was just lovely".



Leandra receiving her new quilt



Leandra's property after bushfire



Denise with her gifted quilt

SCCQ welcomes second cohort of PNG workers to our regional communities

In January this year, SCCQ welcomed another 12 women from Papua New Guinea (PNG) through the federal Government's Pacific Australia Labour Movement (PALM) scheme, who have commenced their new roles as Personal Carers across our aged care homes in Chinchilla, Taroom, Murgon, and Allora.

They join our nine other workers from PNG who arrived to these same communities in June 2023 and have since become valued members, providing compassionate care and forming deep connections with residents and locals alike.

SCCQ's Learning & Organisation Development Manager, Somi Khani, was instrumental in coordinating the program within SCCQ, and is delighted that all the women have settled into their roles and been embraced with open arms.

"Their arrival was met with excitement, with the community in Chinchilla treating them as local celebrities, having already followed their story in local newspapers and media", said Somi.

"In Murgon and Taroom, the PNG workers have quickly become beloved figures, embraced by the community. Locals even jumped in to assist them with shopping and invited them to the local gardening club, which has helped to foster a sense of belonging and camaraderie.

"In Murgon, the workers have also been embraced by the sisters in the indigenous community, helping them find safety, support, and a sense of home", added Somi.

The residents themselves have expressed deep appreciation already for the care provided by the new staff, noting their dedication.

"Residents were excited to hear we had a second cohort of staff coming over from PNG", said Somi, a testament to the positive impact they've had.

Beyond their roles as carers, these remarkable women have formed strong bonds with other SCCQ staff and also each other, a demonstration of the supportive and inclusive workplace environment within these homes.

Supported by SCCQ's Registered Training Organisation (RTO) partner, Arcadia, the workers are already close to completing a Certificate III in Individual Support (Aged Care) as part of the program, with a few already completed. It is a qualification that will benefit them for life.

The initiative has not only addressed rostering issues for SCCQ, but has also fulfilled a critical shortage in aged care staff, making it a resounding success for all involved. As these dedicated workers continue their journey, they epitomise our values of service, courage and compassion, while helping us to create communities where best lives are lived.



Locals even jumped in to assist them with shopping and invited them to the local gardening club, which has helped to foster a sense of belonging and camaraderie.

Staff spotlight

Listening First with our annual staff survey

Each year we distribute surveys to all of our staff across our retirement living, residential aged care, home care and support centre asking our teams to find out what is really important to them at SCCQ, what they think is working and where they have suggestions for improvement.

In our 2023 annual staff survey, we had a terrific response with over 63% of staff completing the survey. Our results have now been collated and we are

extremely pleased to see that staff are happy and feel supported in their roles.

We are blessed to have an organisation rich with dedicated, passionate staff who are committed to our vision of growing communities where best lives are lived and who practice our values of Service, Courage and Compassion.

Here is a snapshot of some of the key results below:

2023 SCCQ STAFF SURVEY HIGHLIGHTS

98%

agree their Manager is supportive

96%

feel their manager clearly communicates what is expected



92%

see themselves working at SCCQ in 2 years' time

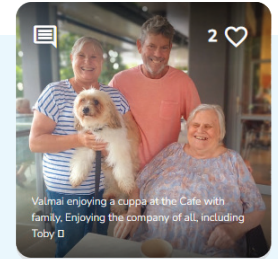
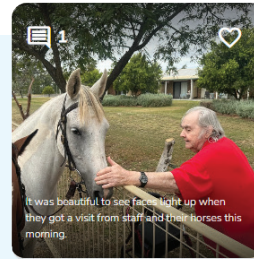
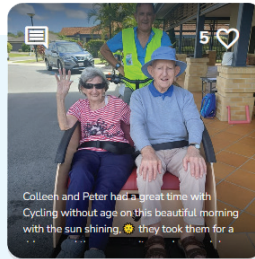
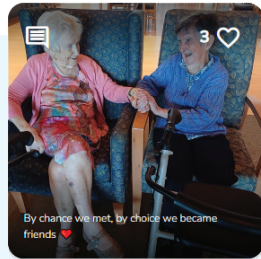
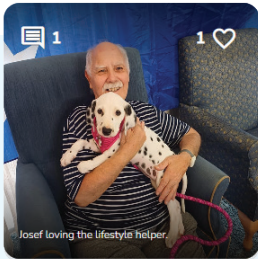


95%

are positive about the changes that have occurred in the last 12 months at SCCQ



CareApp helping us stay connected



Last October, SCCQ rolled out a new engagement app across our aged care homes, in partnership with Australian based firm, CareApp. Six months on, Meredith Hall, SCCQ's Chief Customer Officer who led this project, has been thrilled to see how well this initiative has been embraced by our residents, families, friends and our teams. CareApp allows for the sharing of the wonderful moments that happen inside our homes every day, providing a reassuring window into daily life inside our communities.

Through the sharing of photos, videos, notices, and updates, along with comments and hearts, we have seen the engagement level continue to rise weekly and there has now been over 110,000 content engagements since the rollout.

One of the really lovely things about CareApp is that it does not matter where in the world our resident's loved ones might be located, it is now much easier for all to stay connected. Even for those living closer, life is busy and often family and friends cannot visit as much as they would like, so this app has really assisted in keeping people more connected.

"The results in the recently completed Customer Surveys confirmed for us that 97% of all using CareApp

are loving it. We also heard how much this app has assisted in bridging the communication gap and the results also showed families and friends do now have a better understanding of what our hard-working lifestyle teams do", said Meredith.

"There are still many that are yet to experience CareApp and if you are one of those people I would urge you to contact your Lifestyle team who will assist you in being able to participate."

Dean-na Bourke, Lifestyle Team Leader at Duhig Village says her team are seeing the benefits of CareApp on a daily basis, "Our Lifestyle team have welcomed CareApp as a new way to reach more members within a resident's family unit. Everyone in the family from children to grand children can have the opportunity to see what a day looks like in the life of their loved one. A day playing golf, or a swim in the pool, bingo, Men's Club, whatever they might be up to, we can help give them that connection through photos and comments in the app".

SCCQ Lifestyle teams are also discovering that families and friends now have more to chat about thanks to the content shared with them across CareApp. It's prompting conversations when residents are talking with their loved ones over the phone or at the next family visit. Just one of the many ways that CareApp is helping to connect more loved ones.

Everyone in the family from children to grand children can have the opportunity to see what a day looks like in the life of their loved one.

What's cooking?



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

I'm Jeanette Brown and I'm the Catering Team Leader at SCC Murgon (Castra).

What do you like most about your role?

I really like seeing people enjoy their food, and I like seeing empty plates. Food should look, smell and taste great. I could not do this without the amazing people I work with.

What do you do to relax?

I have the best of both worlds as I live in Murgon. My idea of relaxing is crocheting on the back deck and watching the cows, or heading to the Sunshine Coast to spend time with my grandson and family.

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

My Grandmother. I would love to spend more time with her. My Younger Self. I think we all would like that sometimes.

What is your favourite restaurant?

At the moment, Giddy Geisha at Maroochydore CBD. It's modern Asian street food. It's tasty with a bit of spice.

Tell us about the recipe you are submitting to readers?

My Peanut Butter and Caramel Cheesecake is my go to special occasion cake. Always a favourite and it is quick, easy, and looks great and tasty.



JEANETTE BROWN SHARES HER FAVOURITE RECIPE

Peanut Butter and Caramel Cheesecake

Cheesecake:

1 1/4 cups Butternut biscuits crushed	2/3 cup caster sugar
80g melted butter	3 tsp gelatine dissolved in 1/4 cup boiling water
500g cream cheese softened	3/4 cup crunchy peanut butter
	300ml whipped cream

Caramel topping:

(or use tinned caramel sauce)

1 cup sugar	1/4 cup popping corn (popped as per packet instructions),
1/2 cup water	or pre-popped popcorn (the sweet & salty ones are nice)
1 cup cream	

Directions:

1. Combine the biscuit crumbs with butter, and press into base of a greased and lined spring cake pan. Refrigerate.
2. Beat the cream cheese and sugar together with an electric mixer until smooth.
3. Stir in the gelatine and peanut butter, then fold through the whipped cream.
4. Pour the mixture onto the prepared base. Refrigerate for 2-3 hours until set.
5. For the topping, combine the sugar and water in saucepan and stir over a medium high heat until sugar is dissolved. Continue cooking, without stirring until golden (careful not to burn).
6. Carefully add cream and stir until smooth. Leave to cool.

To Serve:

Place Cheesecake on serving platter. Drizzle the cheesecake, with caramel sauce, and top with popcorn. Serve immediately.

Around our Homes and Retirement Villages

SCC STRETTON GARDENS CELEBRATE 15 YEARS

SCC Stretton Gardens aged care home celebrated their 15 year anniversary recently, and hosted a joyous event with residents, families, and staff.



EASTER FESTIVITIES

The Easter spirit spread throughout our aged care homes, with residents and staff delighting in the festivities. From egg-citing hunts to creating beautiful crafts, it was a heartwarming Easter season and a special time to celebrate.



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.

RELIVING THE GOOD OL' DAYS AT NOOSA WATERS RETIREMENT ESTATE!

Our Noosa Waters Retirement Estate turned back the clock for a Rock n Roll Lunch, and it was an absolute blast from the past! The air was filled with the nostalgic tunes, fabulous 50s decor and mouth-watering food, all with the yesteryear spirit, creating an unforgettable atmosphere for our amazing residents.



A DAY OUT BY THE SEA

Our gentlemen residents from SCC Duhig Village aged care home embraced the glorious Summer weather with a delightful seaside adventure! They soaked up the sun at Manly Harbour and enjoyed the freshest prawns and fish & chips.



TECH SAVVY WITH ABBY

Residents from our Edens Landing and Stretton Gardens Retirement Villages are learning how to navigate the tech world thanks to Abby from our Edens Landing Home Care team. They are loving these free monthly sessions which are a great way for them to not only understand the basics of what their devices can do, but also learn how to recognise scams and keep safe online.



Train your brain



ACROSS

1. British rule in India
4. Performances by two
8. Russian secret police
11. The self
12. Towards the centre
13. Uncommon
14. Evil
16. African republic
17. Neuter singular pronoun
18. One's native country
20. Prohibit
22. A Great Lake
23. Otherwise
24. Tool with a cutting edge
27. Near to
28. Belonging to
29. Maillot
33. Objective case of I
34. Helps
35. Greek writer of fables
37. Wandering
40. Towards the top
41. Oxygen compound
42. Red dye
44. Wee
45. Prefix, ten
46. Bitter vetch
47. Consume
48. South American weapons
49. Obtain

1	2	3		4	5	6	7		8	9	10
11				12					13		
14			15				16				
17			18				19				
20		21				22					
		23			24				25		26
				27			28				
29	30		31			32			33		
			34					35			36
37		38					39			40	
41						42			43		
44					45				46		
47				48					49		

DOWN

1. Occupant
2. Gemstone
3. Lota
4. Arabian currency
5. Military detachment
6. Engraved with acid
7. In the direction of
8. Japanese syllabic script
9. Foreigner
10. Curve
13. Rent out again
15. Distant
16. Short
19. Grain fungus
21. Benefit
24. Musical study piece
25. Crude minerals
26. Pole for street lighting
27. Stage whisper
30. Word blindness
31. City in central Sri Lanka
32. Republic in SW Asia
33. Prefix, large
35. Indian currency
36. Bizarre
37. Dust speck
38. Isn't
39. Ancient Peruvian
43. Two-year old sheep
45. Perform

Locations

Our services across Queensland

Residential Aged Care, Retirement Living and 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 7892

**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 5438 0655 Fax 5437 0822

EDENS LANDING RETIREMENT VILLAGE

20 Loane Drive Edens Landing Q 4207
Phone 0408 929 016 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 3422 3866

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

20-24 Loane Drive Edens Landing Q 4207
Phone 3200 5033

WEST MORETON

129 Wildey Street Raceview Q 4305
Phone 3281 8355

WESTERN DOWNS

Serving Chinchilla, Jandowae, Meandarra,
Miles and Tara
Phone 1300 306 442

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)

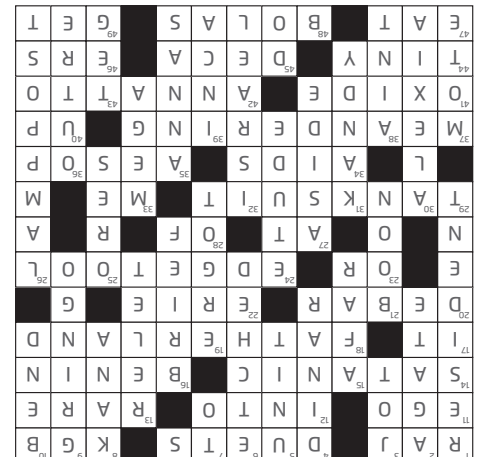
1800 700 600

Aged and Disability Advocacy (ADA)

1800 818 338 | www.adaaustralia.com.au

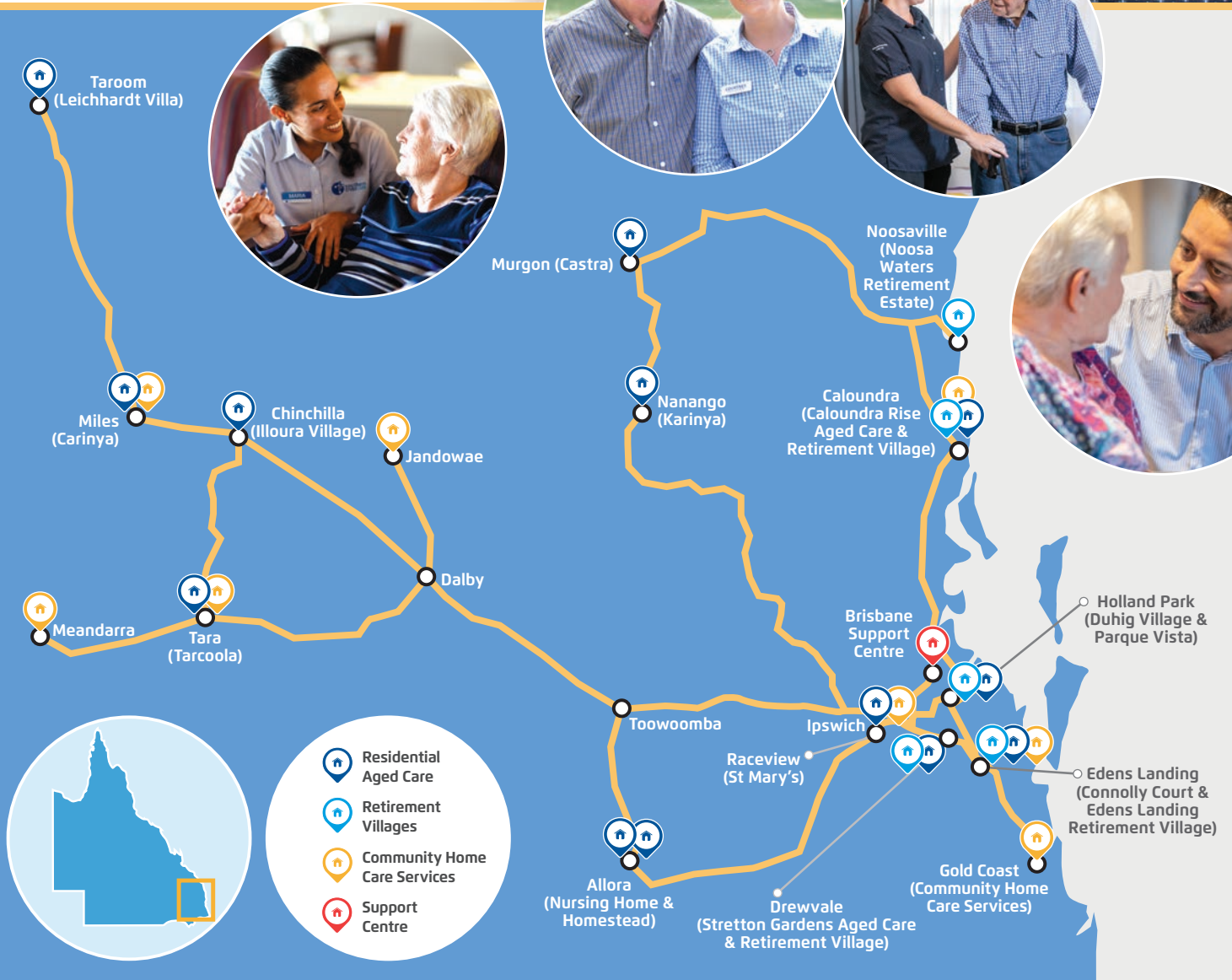
We acknowledge the traditional peoples of the land on which our facilities stand. We recognise that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to this life in the regions in which we provide services.

Solution



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.



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

An initiative of the Knights of the Southern Cross

