



thestar



Inside:

Celebrating milestones at Allora Homestead and Castra

Connecting our families through CareApp

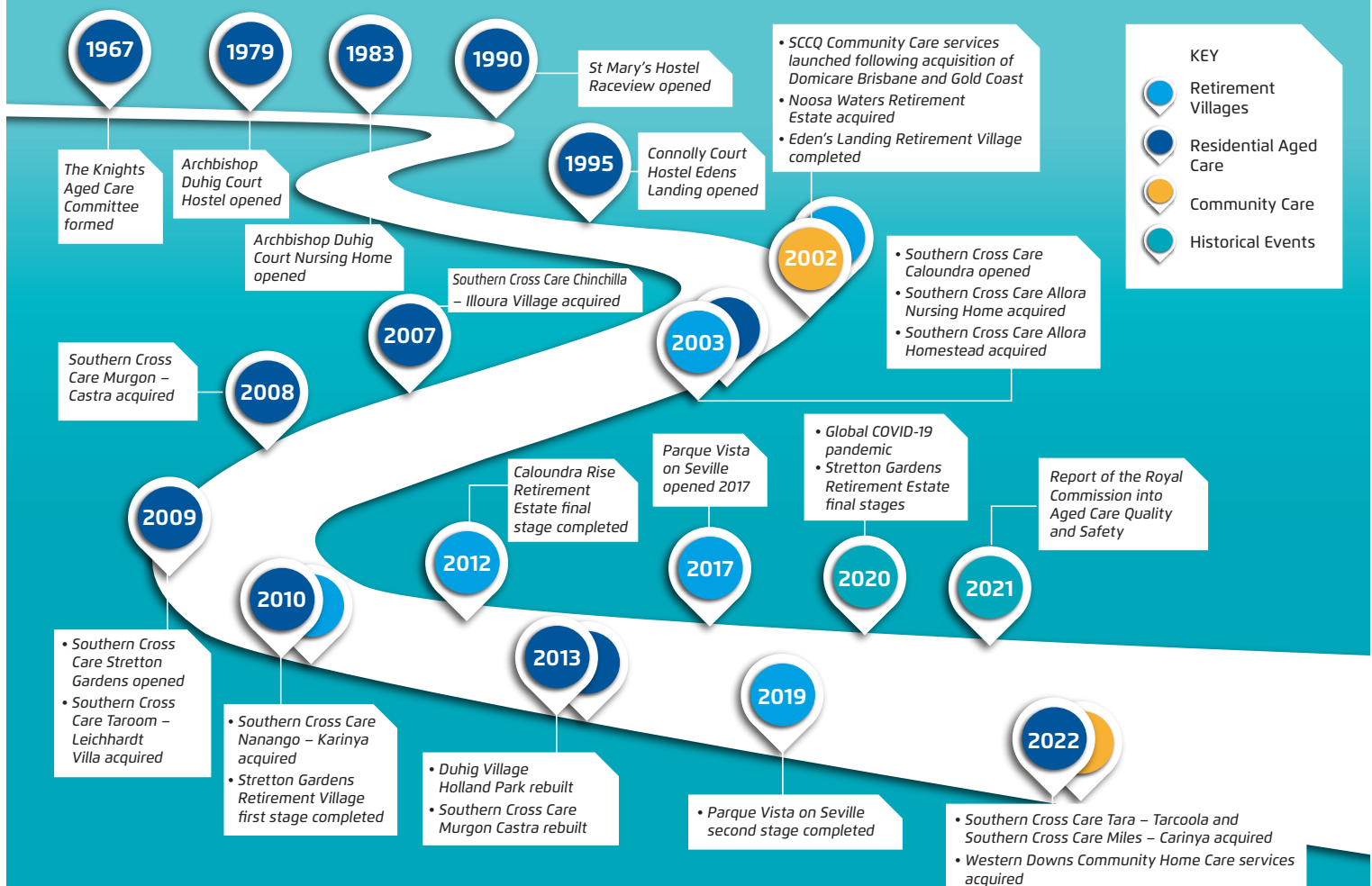
Customer Insights Program wins national award

Contents

- 3 From Chief Executive Officer Jason Eldering
- 4 Celebrating milestones at Allora Homestead and Castra
- 6 Connecting our families through CareApp
- 8 Illoura Village, Chinchilla redevelopment and expansion update
- 9 Welcome Rosanne to the Western Downs
- 9 SCCQ at the Care Expo
- 10 Aged Care Reform update
- 11 Customer Insights Program wins national award
- 12 Finding my purpose through Pastoral Care – Philippa's story
- 14 'Better Conversations' research set to help people communicate their needs
- 15 The benefits of lifelong learning
- 17 Honouring all aged care workers
- 18 Buffet meals offer new dining experience
- 19 What's Cooking – Lea's Oxtail Kare-Kare
- 20 Around our Homes and Retirement Villages
- 22 Train your Brain puzzle
- 23 Our Services across Queensland

Front Cover: Pamela Milton from Stretton Gardens Aged Care Home. Taken on 13 June 2023. Friendship comes in all shapes and sizes.

Our journey serving the community so far...



Welcome message

From Chief Executive Officer Jason Eldering



I have recently returned from the 2023 Global Ageing Network biennial conference which was held in Glasgow and where I had opportunity to gain learning and insights from international leaders, providers, researchers and educators who are experts in their fields and serving ageing populations.

The conference was attended by a community of international organisations and leaders in aged care, housing, research, technology, design and community-based care services and I feel incredibly blessed to be able to attend and learn from and share with such a generous group of people. It was wonderful to connect with these experts in their fields and listen and learn from the valuable information they shared about their experiences.

A key standout for me, was that 5-star design does not necessarily equate to 5-star community happiness or engagement. It's much more than an environmental and physical design. That's not to discount the importance of designing and creating physical environments which support people to live their best life. I'm reminded that it's people who create the magic of community. It's what we do as individuals, and as a collective, and how by truly listening to each other that we can build loving communities, make today matter and help others to live their best life.

On that note, congratulations to Meredith Hall and the team on receiving the 'Leadership in Positive Ageing Award' from Catholic Health Australia. It's a wonderful recognition of an incredible amount of work that has taken place over the past three years to design and execute a program that demonstrates that through 'deep listening' we can actively respond and take action that can enhance a person's life. I know how much our residents, families and clients value feeling heard by

Meredith and her team and the hard work they have undertaken to genuinely foster relationships and build trust.

An extra special celebration took place at Allora Homestead on the Darling Downs in July. Residents, guests and staff celebrated the aged care home's 40th anniversary. SCCQ has had the privilege of being part of Allora Homestead's history for two decades. In 2003, the Allora District Co-operative Hospital Society Ltd transferred ownership of 'Almmerah' nursing home (now known as Allora Nursing Home), 'The Homestead' and 'Jubilee Gardens' a settlement of 10 independent living units on the same site. Majella Baker, the home's Residential Manager, has dedicated 38 years of service at the home. Majella has encouraged, fostered and inspired her community and we are truly blessed to have Majella as part of the SCCQ family, I thank Majella for her achievements and am humbled by her spirit.

We are also extremely excited to start construction of our new aged care home at Illoura Village in Chinchilla, as well as a new education and training hub which will expand the training opportunities for health care workers in this region. SCCQ's Vision and Master Plan for Illoura Village is to build aged-care communities that offer an integrated mix of housing co-located with aged care, community services and education and training opportunities to best meet the needs of Chinchilla and the surrounding region. This is the first step, it's incredibly rewarding to see all of our planning and hard work begin to take physical shape.

Till next time, and please know you can contact me at any time at ceo@sccqld.com.au.

Yours in service,
Jason Eldering, CEO

Celebrating milestones at Allora Homestead and Castra



Allora Homestead 40th Anniversary celebrations.



There were celebrations galore across our Allora Homestead aged care home and our Castra aged care home in Murgon as they both celebrated special milestone anniversaries recently.

Residents, families, staff and guests gathered at our Allora Homestead in July this year, to commemorate 40 wonderful years of serving a supportive, proud and connected community.

SCCQ has had the privilege of being part of Allora Homestead's history for two decades. In 2003, the Allora District Co-operative Hospital Society transferred ownership of 'Almmerah' nursing home (now known as Allora Nursing Home), 'The Homestead' and 'Jubilee Gardens' to SCCQ.

There are many valued past and present community members who founded, paved the way and supported Allora Homestead over the 40 years, some who attended the celebration including original Board Members and the original Chair of the Board.

We also acknowledge and give thanks to Residential Manager Majella Baker who has served Allora Homestead for 38 years, an amazing length of service that we are very grateful for. Majella said she has seen a kaleidoscope of change, challenges and triumphs during her time at Allora Homestead.

"There's been heartbreak, joy, but most of all, it has been so rewarding. In many ways, we've walked side by side with our residents and their families, until they reach the end of this life's road. It's truly very special and a privilege," said Majella.



Both homes have supported families across the generations to age-in-place where they have established connection and belonging. It was a privilege to celebrate both these wonderful milestones within our regional communities.

Castra 10 year Anniversary celebrations.



Similar celebrations were had at our Castra home in Murgon in August to mark 10 years since the redevelopment of the home was completed in 2013.

Residents, families, staff and community enjoyed cake, a delicious BBQ lunch, music and entertainment, as well as a new commemorative bench seat which now has pride of place in the outdoor common area at Castra.

Residential Manager Clyde Wade, our CEO Jason Eldering, our Board Chair Francis Price, and Chief of People & Mission (and emcee) Mike Hart, all gave an address, honouring the history and community of Castra, and thanking staff, families and loved ones for their dedication and support.



“Castra has 61 amazing residents who call this place home, and we also have 77 loyal and dedicated team members who turn up every day and provide quality care to our beautiful residents.

It’s the care we provide that makes this facility a home”, said Residential Manager, Clyde Wade.

Both homes have supported families across the generations to age-in-place where they have established connection and belonging.

It was a privilege to celebrate both these wonderful milestones within our regional communities.

Connecting our families through CareApp

Residents at our aged care homes now have a new way to stay better connected with their families and share more special moments, thanks to the rollout of a new user-friendly and free phone App.

SCCQ has partnered with an award winning Australian based firm, CareApp, who are recognised for delivering a communication and engagement app to help keep families connected with their loved ones in aged care.

CareApp is designed to bring together residents, their families, and our care staff by sharing photos, videos, notices, and updates about loved ones with each other.

It allows residents to choose however many family and friends they wish to join and keep in touch with them, regardless of where their loved ones might be located around the world.

The app was first trialled at our St Mary's Aged Care Home with lots of positive feedback, and has now been rolled out to all of our 13 homes, with staff, residents and families making good use of the technology so far. St Mary's Lifestyle Officer, Anastasia Booth, has seen the real-life benefits of the app first-hand.

"It's wonderful to see that if families can't come to the home to visit whatever the reason may be, the photos they see through CareApp allows them to see that their family members at our home are still happy, interacting with others and participating in activities and special events", said Anastasia.

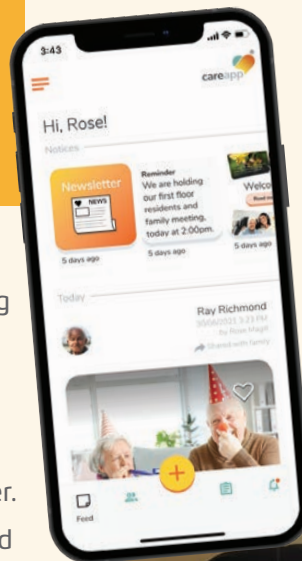
The project has been led by SCCQ's Chief Customer Officer, Meredith Hall, to help family and loved ones stay more connected.

"As part of our Deep Listening program, we were hearing from families that with life so busy, often they can't see their loved ones as much as they would like to.

So many special moments happen in our homes every day and this is an easy way for residents to be able to share these with their families and friends.

"Our lifestyle teams and our residents are loving all the comments and photos being shared through the app, and the connection they are getting with families.

We're finding that the app is also a great conversation starter when families visit or speak with their loved ones as it helps remind them of what they have been up said Meredith.



St Mary's resident, Eva Dargusch had photos shared with her on CareApp by her family while on holiday.

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.

Illoura Village, Chinchilla redevelopment and expansion

There is a hive of activity at Chinchilla as building of our new aged care home is underway and the new education and training hub to be operated by Southern Queensland Rural Health (SQRH) is nearing completion.

The aged care home is planned for completion in late 2024 and will offer a contemporary aged care service with modern facilities in a homelike environment. It will support those who entrust us with their care and enable us to support more people in the region as they grow older to age in a place where they have established connections and belonging.

Our CEO, Jason Eldering said: "It's incredibly exciting to see this after all of our planning and hard work, including navigating the COVID-19 pandemic. Thank you to all our residents, families, staff and partners who have worked with us and supported us through this journey. We now start to see our plans take physical shape."

"We're grateful for the partnership and collaboration we have with Associate Professor Geoff Argus and his

team at SQRH who will expand their work at Chinchilla through the new education and training hub. They share our commitment and heart for serving and supporting rural and remote communities and together we're doing vital work to help ensure the sustainability of aged care services in the community and the surrounding region."

"Our vision and master plan for Illoura Village is to build aged care communities that offer an integrated mix of housing co-located with aged care, community services and education and training opportunities to best meet the needs of Chinchilla and the surrounding region."

We continue planning for Stage 2 of our Master Plan which includes community services and an Age Well Community Centre. This includes seeking funding from the Australian Government for the centre which would offer a range of services the wider community can access.

Join our mailing list to stay up to date with the latest project news by emailing western Downs@sccqld.com.au

The aged care home is planned for completion in late 2024.



Staff spotlight

Welcome Rosanne to the Western Downs

Please join us in welcoming Rosanne to our aged care team!



We have welcomed Rosanne Fleming, Nurse Practitioner, to our SCCQ team. Rosanne is available two days per week via telehealth to support residents and the team at our aged care homes at Chinchilla and across the Western Downs.

The role of the Nurse Practitioner in aged care has been researched with Kaye Coates, Head of Rural and Remote Communities at SCCQ and Dr Alison Craswell from the University Sunshine Coast.

The aim of the role is to improve care for older adults in Emergency Departments by improving the interaction between aged care homes and primary and secondary healthcare sectors. It has been developed through the Care Coordination through Emergency Department, Residential Aged Care and Primary Health Collaboration which has been funded by the Australian Department of Health and Aged Care.

Feature

SCCQ at the Care Expo



The annual CARE Expo was held at the Brisbane Convention & Exhibition Centre on 1 & 2 September where SCCQ were one of many exhibitors. It was a chance for us to meet with and provide information and advice to the general public wanting to know more about our services and about aged care in general.

This 2-day event provided free entry to the public and welcomed over 3,500 visitors who were able to connect with many providers and organisations across aged care, seniors, health, disability, and wellness.

Our team shared information about our home care, aged care, and retirement living services with individuals, loved ones, carers and others planning for the future.

Aged Care Reforms update



In August, we asked for expressions of interest from residents, families and clients to become members of our first Consumer Advisory Body (CAB), which aims to help us improve what we do across our aged care homes and home care services.

The CAB will comprise members from across our residential aged care and home care services where they will attend meetings and be invited to share ideas and suggestions on the planning, development and improvement of our services.

Consumer advisory groups are an important part of the Australian Government's Department of Health and Aged Care and the Aged Care

Quality & Safety Commission's new governance arrangements to give residents and their representatives the opportunity to provide feedback about the quality of aged care services to the organisation's Board of Directors.

At SCCQ, to Listen First forms one of our organisation's cultural pillars and is part of our 'Known & Loved' cultural program. It is unique to us and designed to establish meaningful and genuine connections with those we serve, and each other.

We're excited about the upcoming establishment of our first SCCQ Consumer Advisory Body which will be in place by the end of this year.

Customer Insights Program wins national award



L to R: SCCQ Head of Mission & Pastoral Services, John Manouk; SCCQ Chief Governance, Risk and Research, Sandra Glaister; SCCQ Chief of People & Mission, Michael Hart; SCCQ Chief Customer Officer, Meredith Hall; SCCQ Board Chair, Francis Price; SCCQ Board Director, Sr Sally Fuller.

At SCCQ, 'Deep listening' means to listen openly, without judgement and to truly hear what people are saying. It is at the root of our Customer Insights Program where we strive to deeply listen to the feedback from the people we serve, to help us gain a deeper understanding of their experience with us.

SCCQ's Chief Customer Officer, Meredith Hall, has been the driving force behind the Customer Insights Program. It has played an integral role in our development of person-centred services and to a positive ageing experience for those who entrust us with their care.

Recently Meredith received the 'Leadership in Positive Ageing Award' from Catholic Health Australia. The award celebrates an initiative which has consistently demonstrated how by listening first we can improve and enhance the lives of the people we serve. It recognises the importance of compassion, and how it can impact a person's quality of life in the most wonderful ways.

In her acceptance speech, Meredith spoke about how her team has held 9000 thousand conversations with SCCQ customers, clients and families over the last three to four years, all in an effort to listen first, continuously improve service and make a direct positive impact.

"This program has changed SCCQ and made us more loving, transparent and accountable. We have an amazing team that listen with empathy and without judgement and I feel blessed to work with them", said Meredith.

The success of SCCQ's Customer Insights Program has also seen it be replicated in other parts of the country, including at Southern Cross Care (SA, NT & VIC) and Southern Cross Care Broken Hill, with SCCQ assisting these organisations to understand their customer journey.

We thank Meredith and her whole team for their important contribution, and we congratulate them on this very deserving award!

Finding my purpose through Pastoral Care



By Philippa Vette, Administration Assistant at SCCQ Stretton Gardens Retirement Estate.

Making a meaningful difference in the lives of others has always been important to me. Having previously worked in client relationship sales roles, I was always interested in taking the time to listen and understand my clients and then support them with suitable options. However, in a sales-driven role, this was not always celebrated or valued.

As COVID lockdowns continued into 2021, I decided to leave it all behind and look for something where valuing human life and having a positive impact would be welcomed. I began working for SCCQ in the Customer Insights team and immediately I felt a deep connection with the values of SCCQ. I enjoyed speaking with clients across Home Care, Retirement Villages and Aged Care to listen to their SCCQ experience and learn how we, as an organisation, might do better.

It was during the last call of the day, when I spoke with a Home Care client living in the family home and receiving cleaning services from one of our Support Workers each fortnight. Together, we worked through the standard questions but I noticed something in the client's voice so I asked the question, "Are you ok?" Immediately the client admitted they were very lonely. I listened and then asked if I could arrange someone to visit and see what other supports might be helpful. The client was very happy for this and relieved they'd spoken up as they hadn't wanted to be a nuisance. I drove home, still impacted by the call. I was thankful the client would have a more positive experience and grateful I could do something to make a difference, but was it enough?

An online search led me to a Pastoral Care course to be completed across twelve months with online intensives, written and video assignments and one hundred hours of placement within Aged Care.

It was exactly what I was looking for. I enrolled and spoke to then Head of Pastoral Care Services at SCCQ, Julie Walden. Julie wholeheartedly embraced my decision to study and arranged for my placement to be completed at Stretton Gardens and Duhig Village.

In the meantime, I had moved into a part-time administration position at Stretton Gardens Retirement Estate. I loved the face-to-face contact with residents and I enjoyed contributing to the positive, vibrant village community. Many residents encouraged me in my studies and with the ongoing support from SCCQ Village Manager, Cameron McAlpine, I completed my studies and graduated in May 2023.

Studying Pastoral Care has expanded my understanding of people and the complex challenges they face. Learning how to support and serve residents and staff everyday as well as during some of the most difficult times of their life has given me a deep sense of purpose.

In such a busy world, being available to listen is a valuable resource, one that is encouraged and valued at SCCQ. My next goal is to complete Therapy Dog and Handler training with my Golden Retriever, Ziva, to put a smile on the faces of our Aged Care residents at Stretton Gardens.



Work for an organisation where
every person matters

Are you looking for a rewarding role in a great organisation that not only cares for its residents but whose staff are known and loved?

Southern Cross Care Queensland have a range of work opportunities available in our aged care homes and home care services across our rural, regional and metro locations.

Registered
Nurses

Personal Care
Workers

Hospitality
Workers

Support
Workers

Join a team that values your contribution and help us grow communities where best lives are lived.



Scan the QR code to view our
current career opportunities

sccqld.com.au  1800 899 300

OUR MISSION: Inspired by Catholic moral and social teachings which value and respect human life, we will provide a quality of care and accommodation to meet the needs of all who place their trust in us.

'Better Conversations' research set to help people communicate their needs



The research team with partners and stakeholders

SCCQ is proud to partner with a range of industry experts on an exciting research project towards ensuring aged care residents can access their basic right to be heard and understood.

With older people experiencing complex sensory, speech, language, and cognitive changes that impact their ability to communicate and participate in conversations about their care, there's a need to better support effective conversations within aged care.

There is also an opportunity to improve aged care workers' skills and resources to provide support to older people.

This research project led by the University of Queensland and Dr Sarah Wallace from the National Health & Medical Research Council, aims to consistently ensure that the older person's voice is heard through a number of ways. These may include a tool for profiling the older person's communication needs, guidelines to support 'communication -friendly' care planning,

feedback and complaints resolution, and resources to upskill all of us.

SCCQ's Chief of Governance, Risk and Research, Sandra Glaister, is one of the Research Steering Committee members for the project, joined by SCCQ's Jasmine Siggs based in the Western Downs region who will be participating in the Lived Experience Advisory Group.

Our collaboration with UQ and other industry partners on this important project will span over the next five years, focusing on supporting conversations about care in community and residential aged care settings.

Across three stages of research, the research team will co-design, implement, and evaluate Better Conversations, an interdisciplinary, multi-component intervention for nurses and personal care workers in home and residential care across both metropolitan and rural areas.

Other project partners include the Australian Government Aged Care Quality and Safety Commission, Wesley Mission Queensland, the Older Person's Advocacy Network, Dementia Australia, the Ethnic Communities Council of Queensland, Speech Pathology Australia, Audiology Australia, and Southern Queensland Rural Health.

The benefits of lifelong learning

Lifelong learning is simply doing something that satisfies your need to explore, learn, and grow.

Being curious and nurturing the motivation for discovery is good for your brain. There are also many ways you can motivate yourself to learn.

Lifelong learning is simply doing something that satisfies your need to explore, learn, and grow. Let curiosity guide you. You'll improve your quality of life and sense of self-worth by paying attention to what inspires you. There's joy in learning new things because it can give you a sense of satisfaction and mastery. It's also a great way to keep active and make new friends.

Starting something new can also help stimulate your brain and promote neuroplasticity (JNeurosci 2021), which is the brain's ability to change and adapt in response to new experiences. It doesn't matter what you explore, or how you choose to learn. You don't even have to be good at what interests you. Being curious and experiencing the process of learning is all your brain needs to maintain neuroplasticity.

There are no age limits to learning. This has been backed up in hundreds of studies. Lifelong learning is one of the best ways to stay engaged, keep active, and make new connections with like-minded people.



How to be a lifelong learner

1

Recognise your own personal interests and goals

2

Make a list of what you would like to learn or be able to do

3

Think about how you would like to get involved and the resources available to you

4

Make the commitment to yourself or a trusted friend and take the first steps to do it

5

Your interests may change or expand. When it's time to move on and learn something else, repeat this process

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

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



Honouring all aged care workers



SCC Stretton Gardens Retirement Living team.



SCCQ Caloundra Rise Retirement Living team.



SCC Stretton Gardens Aged Care team.



SCC St Mary's Aged Care team (Raceview).

This year, Aged Care Employee Day was an opportunity to honour and recognise the important and wonderful work that happens within aged care all across Australia. It's a day for all aged care providers to join together as a collective and express their appreciation on a national day.

At SCCQ, we have over 1,100 staff offering direct and indirect care and support across all of our services. Our people work as nurses, personal care assistants, drivers and volunteers, or in cleaning and laundry, catering, maintenance, leisure and lifestyle, administration,

management and more – all serving our most vulnerable with courage and compassion. This year, as a small token of our appreciation, our staff enjoyed some edible chocolate flowers.

Even in the midst of challenges, everyone strives to be present, care for and support not only the residents and families in our care, but one another. We really do have a remarkable group of people who collectively enable us to deliver wonderful aged care services to our communities.

Buffet meals offer new dining experience



Everyone loves a buffet, and our aged care home residents are loving it too. Our dedicated hospitality team have rolled out a regular buffet lunch across our homes, a new dining experience which offers residents variety, choice and flexibility and is being enjoyed by all.

After first trialling the buffet at a few of our aged care homes and receiving very encouraging feedback from the residents and staff, we've now incorporated a regular buffet style meal at most of our homes.

In the future, SCCQ Head of Hospitality, Chris Willis, is excited to work across all of our aged care homes to make the buffet a regular, streamlined and appetising experience for all residents after seeing the benefits first hand.

"There have been residents who have chosen small and large meals, residents who have had crumbed fish with a side of lasagne, and also residents who just want finger food, and as they get to choose the amount of food on their own plate, there is less wastage too.

"We've also had residents who are enjoying this experience so much their appetite is increasing and it is rewarding to see this buffet meal option have such a positive outcome", said Chris.

"The buffet also allows residents to come to the dining room in their own time and in a more leisurely manner, either by themselves or with a carer's support".

As always, Chris and his team will continue to monitor the benefits and look to make further improvements to the menu, but it has certainly been a great innovation and initiative and a big hit with the residents too.

What's cooking?



LEA PILIPIL SHARES HER FAVOURITE RECIPE

Oxtail Kare-Kare

Ingredients:

1kg oxtail	¾ cups annatto water (½ cup annatto seeds soaked in ¾ cups water)
1 Knorr pork cube (stock cube)	¾ cup peanut butter
2 bunches baby bok choy (pechay)	½ cup ground peanut
1 medium Chinese eggplant sliced	¼ cup cornstarch
10 pieces snake beans (sitaw), cut into 2-inch pieces	½ cup bagoong alamang
1 small fresh banana blossom (puso ng saging), sliced	1 medium yellow onion chopped
	3 cloves garlic crushed
	4 to 6 cups water
	3 tablespoons cooking oil

Method:

1. Heat oil in a cooking pot. Saute garlic and onion.
2. Once the onion becomes soft, sauté the oxtail until light brown. Pour water into pot. Let boil.
3. Add Knorr Beef Cube. Stir. Cover and cook between low to medium heat until the oxtail becomes tender.
Note: This will take around 2 to 2 1/2 hours for conventional cooking, and 30 to 40 minutes if a pressure cooker is used.
4. Add peanut butter and ground peanuts. Stir.
5. Pour annatto water. Cook for 3 minutes.
6. Combine cornstarch and 1/2 cup cold water. Stir. Pour the mixture into the pot. Stir until the sauce gets thicker.
7. Add banana blossoms. Cook for 3 to 4 minutes.
8. Add eggplant and snake beans. Cook for 5 minutes. Add bok choy. Cover and cook for 2 minutes.
9. Transfer to a serving dish. Serve with shrimp paste (bagoong alamang). Share and enjoy!

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

I am Lea Pilipil, I've been working at SCCQ Miles for just over a year. My first role at SCCQ was Catering Assistant and now I am a Chief Cook.

What do you like most about your role?

I am grateful for the opportunity SCCQ has given me to enhance my passion for cooking and to serve high-quality delicious food to the residents, including residents who have special dietary requirements.

What do you do to relax?

Listening to music helps me relax and unwind.

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

If I had a chance to invite two people for a dinner, it would be my parents because back home in the Philippines they don't have the financial capacity to go out.

I also want to spend more precious time with them, especially at this time as they are getting old now and I want to give them more good memories when they are still on earth.

What is your favourite restaurant?

A Filipino restaurant called Kubo's Grill in Brisbane and on the Gold Coast, because I miss my food back home in the Philippines.

What is your favourite recipe?

Oxtail Kare-Kare is a uniquely Filipino dish made with simmered oxtail, vegetables and peanut sauce.

Around our Homes and Retirement Villages

CHRISTMAS IN JULY CELEBRATIONS

It was a tree-mendous few weeks of Christmas-in-July events at our Parque Vista Retirement Estate, Stretton Gardens Retirement Estate and our Edens Landing aged care home.



EKKA FESTIVITIES

Residents at our Edens Landing and Stretton Gardens homes were able to enjoy Ekka inspired treats and activities from the comfort of their homes. There was fairy floss, strawberry ice creams, dagwood dogs, balloon animals, games, music and dancing!



A SWEET STEP BACK IN TIME

It was pure nostalgia for our Parque Vista and Duhig Village residents and staff, thanks to a visit from a charming vintage ice cream van. Everyone enjoyed a delicious soft serve ice cream, transporting them right back to their childhood.

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.



FATHER'S DAY CELEBRATIONS

The dads across our homes were celebrated in honour of Fathers Day this year. Our beloved residents from our Duhig Village aged care home enjoyed a bounty of sweet treats, and the dads at our Stretton Gardens aged care home enjoyed a delicious breakfast.



CRAZY HAT DAY

There was lots of laughter at our Chinchilla, Miles and Tara homes during their CRAZY HAT DAY! From whimsical creations to dazzling masterpieces, Crazy Hat Day definitely lived up to its name!



SPRING IS IN THE AIR

Our Allora Homestead residents and staff enjoyed a Spring Carnival day with lots of fun games, giant balloons, and James our Lifestyle Coordinator even dressed up as a clown, adding to the smiles, laughter and joy had by all!



Train your brain



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					50					51
52				53	54					55	
56					57				58		

ACROSS

- U.S. space agency
- Dog's foot
- Cormorant
- Often
- Fleet rodents
- In the past
- Work paid for by the day
- Adjusted a musical instrument
- Recycle
- South African mountain
- Remitters

- Periods of history
- In the direction of
- Nostrils
- Assist
- Consumers
- Norse goddess
- Leper
- Therefore
- Roused
- Troublesome tropical plant grown for hedges and flowers

- Floor covering
- Roman goddess of agriculture
- Raccoonlike carnivore
- Cotton fabric
- Abstract being
- Tool for boring holes
- Australian bird
- Be foolishly fond of
- Ethnic telecaster
- Leg joint

DOWN

- Indicate assent
- Distant
- Eye inflammation
- Mums and dads
- Noah's vessel
- Plural of 1
- Drape
- Mature
- Deities
- Rubber pipe
- Rears of ships
- Wimp

- Bear constellation
- To exist
- Dinner or tea
- Do (Archaic)
- Strange person
- Monetary unit of Iran
- Axlike tool
- 17th letter of the Greek alphabet
- Toboggan
- The Muse of astronomy
- Cockroaches (Colloq)

- Got down from mount
- Division of a hospital
- Negative vote
- Close to
- Beaten by tennis service
- Final
- Paradise
- Identical
- Yoko -
- Russian secret police
- Regret
- Objective case of we

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

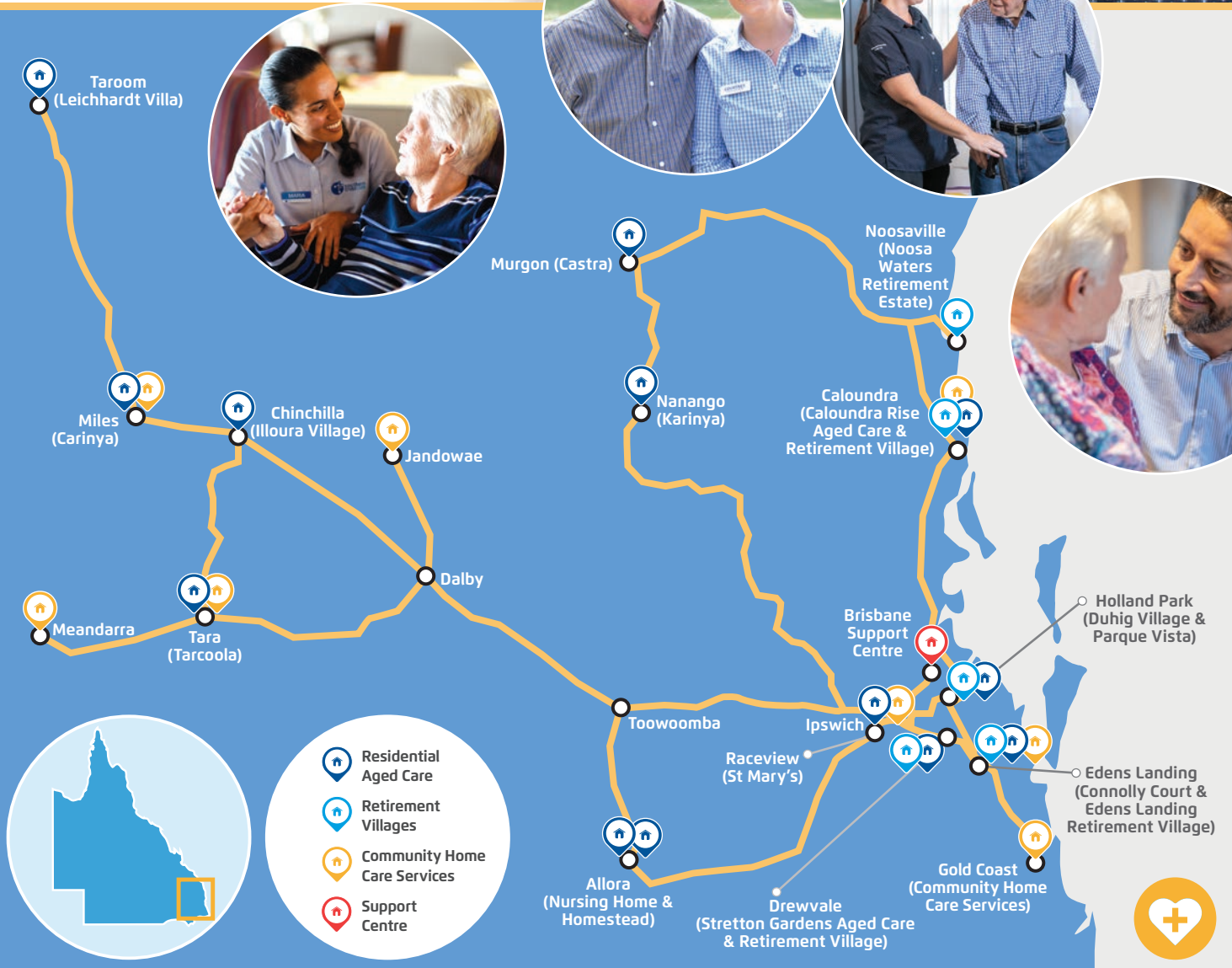
We acknowledge the traditional peoples of the land on which our facilities stand. We recognise that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to this life in the regions in which we provide services.

Solution

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

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

