

SUMMER 2021

feros



COVER STORY

FEARLESS IS BACK, BOLDER THAN EVER

VIRTUAL SOCIAL CENTRE

GETS FROTHY

BREAKING DOWN BARRIERS

WITH NAS CAMPANELLA

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ABOUT FEROS CARE

Feros Care is a not-for-profit people care organisation caring for seniors and people with disability across Australia.

We support people to live healthy, socially connected and fulfilling lives. We call it Growing Bold!

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CEO'S WORD

**WELCOME TO THE SUMMER 2021
EDITION OF FEROS MAGAZINE**



As I write this in late 2020, I'm feeling optimistic about what 2021 will look like for our communities. More connections, more innovation – more growing bold. I hope you are feeling that same optimism, and I urge you to reach out to us here at Feros Care if we can support you.

I'm also feeling proud of what we've achieved during one of the most turbulent times I can recall. COVID-19 threw up many obstacles which our people found ways over or around, to make sure we could follow through on what we set out to do. Our cover story is a shining example of this. Fearless Season 2 was already a massive undertaking – with people participating right across the country. Varying restrictions caused some delays to filming, but as always it all came together in the end. Meet the stars of Fearless Season 2, who are growing bold with disability on page 8.

Another returning favourite in 2020 is Gran Slam! The format has changed a little this round, with virtual sessions and, most exciting

of all, NSW and QLD senior slam poets going head-to-head in a final battle. Read all about it on page 20.

People are the centre of our organisation, and we love to celebrate their successes, their journeys and their lives. That's why you'll find plenty of stories about people in this, and all our magazines. Take Norma – page 7, who is winning back her independence with the right support. Or Local Area Coordinator Sarah Shipton – page 6 who is making a mark in the mental health space.

There's plenty more inside the cover! The focus for Feros magazine is information and enjoyment. We'd love to hear your feedback and any suggestions for the magazine. You can email marketing@feroscare.com.au and it will be gratefully received.

We're determined to keep helping people to Grow Bold in their own way, and to inspire an inclusive, connected and vibrant community. We're delighted to share that our podcast, Grow Bold with Disability

is now in Season 2 – with Season 3 on the horizon for 2021. Our charitable initiative, Be Someone For Someone has continued the fight to end loneliness (page 16) while In Great Company continues to connect seniors with like-minded volunteers (page 28).

At Feros Care we have the privilege of working with a wonderfully involved and proactive board. Three of our long-standing board members retired in 2020 and on behalf of myself, and all of us at Feros Care, we thank you. Find out more about them on page 30.

I hope you and yours remain safe and well in this tumultuous time. While we're proactively contacting our clients and participants to make sure they're safe, if there is anything we might be able to do to support you, please get in touch. In the meantime, I hope you enjoy reading this edition of your Feros Magazine.

A handwritten signature in black ink, appearing to read 'Jennene Buckley'.

Jennene Buckley
CEO

FIVE GENERATIONS AT FEROS CARE

In September we celebrated Aged Care Services Generational Awareness Week. At Feros Care we recognise the strength of our diverse workforce, and how much richer this makes the service we provide to our clients. Having five generations brings energy, creativity, fresh ideas, wisdom, experience, resilience and hopefully a lot of surprises to keep us all on our toes.

Celebrating age and generational diversity is one aspect of diversity that can sometimes be forgotten. That's why it was so exciting, in the lead up to Generational Awareness Week to discover that our team members span five generations! In fact, we were so excited we decided to host a photo shoot so we could capture them all!



WHAT ARE THE GENERATIONS?

- Silent Generation** 1928–1945
- Boomers** 1946–1964
- Generation X** 1965–1980
- Millennials** 1981–1996
- Generation Z** 1997–2012



R U OK? DAY A BIG VIRTUAL SUCCESS!

Feros Care staff were able to enjoy R U OK? Day virtually this year, coming together online to focus on mental wellbeing.

The R U OK? sessions included Staying Mentally Healthy, Seated Tai Chi, Meditation and Music for

Mates – a live, interactive music session. To top it off we were able to film a live conversation with R U OK? Day Ambassador Alistair Schubach on supporting people who may be struggling.

ASK GRAN NOT GOOGLE SEES THE SUNRISE AT ELANORA!

After many grandparents not being able to visit schools in person during 2020, in October we were lucky enough to hold a fantastic Ask Gran Not Google Session at Elanora State School – attended by a great bunch of students, teachers



and grandparents. We even had a guest appearance by Swoop – the school mascot.

The students asked some searing questions like – Have you ever seen a Dodo bird, Did you get in trouble at school and What is Beatlemania? One of the Grans was among the screaming fans when the Beatles first arrived in Sydney!

All the fun was captured by the team at 7 Sunrise and everyone enjoyed their moment in the sun.

Ask Gran Not Google is a fun way of making Australians aware of the value of seniors and inter-generational connections. We make sure seniors don't feel invisible and their wisdom is valued.

Catch up on everything Ask Gran Not Google on page 22.



A MARCH FOR EQUALITY AND INCLUSIVITY EXPLODES IN A SEA OF PRIDE AND UNITY IN MACKAY

Sitting high above the gleaming Pioneer River, Forgan Bridge glistened in the sun as marchers – including front and centre Feros Care staff – let their true colours shine in what became Mackay's first ever pride march.

Organised by Mind Australia, the 150 strong crowd waved flags, wore costumes, pushed small floats and fluffed their feathers as the pride train crossed the bridge before gathering adjacent to Mackay's Blue Water Quay.

The inaugural march, designed to break down barriers and stigma for the LGBTIQ+ community, was strong in spirit and made a significant mark, in what

was traditionally a conservative region of Australia.

Feros Care Community Development Coordinator, Di Chataway, one of five Feros Care staff involved, said it was not only an honour to march and celebrate unity and pride, it was great to also have the opportunity to wear her rainbow-embazoned, Pride work shirt complete with a 'you, me, us', motto, to reflect the company's inclusive and accepting views to the wider Mackay community.

"We all walked purposely to remove barriers for the generations to come and we all



walked that bridge with sincerity with true allies and tears in our eyes," Di said.

"It was very, very positive, and people were beeping horns and waving to us all as they came past. Whether you identify as LGBTIQ+ or not, it was embraced by everyone and it was just such a wonderful event."

MAKING A MARK FOR MENTAL HEALTH SUPPORT



A BACKGROUND IN MENTAL HEALTH LED SARAH SHIPTON TO FEROS CARE, BUT THE OPPORTUNITY TO SEEK OUT A MENTAL HEALTH LOCAL AREA COORDINATION (LAC) ROLE HAS ALLOWED HER TO HELP PEOPLE GAIN ACCESS TO THE ASSISTANCE AND SUPPORT THEY NEED.

After working in a mental health facility prior to joining Feros Care six months ago, Sarah, who saw first-hand the barriers people experience, jumped at the chance to be the Barossa's conduit between the Psychosocial and mental health community, and the NDIS and supports.

In an unprecedented year where mental health concerns are more in the spotlight than ever before, Sarah said assisting those with Psychosocial issues as well as the wider community was more important than ever.

"When I was working with participants in the residential sector, I got to see what Feros Care was doing to assist them and I wanted to be a part of that," she said.

"There's a lot of misunderstanding around Psychosocial conditions, so, I get to go out into the community to host presentations, workshops,

forums which helps to build community capacity around the NDIS.

"People don't always realise that they may be eligible for access to the NDIS or how Psychosocial conditions affect daily life. So, we break that down and show how the NDIS can assist them, and if they don't meet access, we can help them discover who to link to for support.

“PEOPLE DON'T ALWAYS REALISE THAT THEY MAY BE ELIGIBLE FOR ACCESS TO THE NDIS OR HOW PSYCHOSOCIAL CONDITIONS AFFECT DAILY LIFE.”

"My role also encompasses community mental health, where I meet with those at local organisations, hospitals, or the likes of inpatient units to work with people to assist them in gaining access."

The role came about following discussions in 2018 which identified access to the NDIS and connecting with a broader system of support had proven a community-wide challenge for people with a

Psychosocial disability, and also the support services.

Incorporating representatives from health services, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) communities, and NDIS registered, and non-registered service providers, plans leading to a role such as Sarah's were devised.

Suited to the role through her background in residential mental health and through her current study for a Psychology degree at the University of South Australia, Sarah said identifying wider issues was critical.

In a year where people are facing uncertain futures, isolation, financial strains and loneliness, Sarah said it was evident people need help, particularly in regional areas where

access opportunities and supports like that of their city counterparts aren't as readily available.

"It's been really crucial to go into rural and remote areas to help people get access or support and we're hearing a lot of people saying they need help," Sarah said.

"Things have been very rough for people this year particularly, so, if there's anything tricky or people aren't meeting access, it's about easing that overwhelmed feeling for them and sitting down with them or calling them to talk about what they need."

On the back of R U OK? Day during a month placing increased focus on mental health, Sarah and her taskforce had been working hard to make sure the spotlight was well and truly on supporting and engaging people.

As she prepared to assist even more people during Mental Health Week in October, Sarah said the

NORMA PROVES ANYTHING IS POSSIBLE WITH THE RIGHT SUPPORT



WHEN NORMA BURGESS HAD A NEGATIVE REACTION TO CHEMOTHERAPY, SHE COULD NO LONGER PERFORM THE SIMPLEST OF TASKS. UNABLE TO WALK OR USE HER HANDS, THE TWEED HEADS MOTHER RELIED ON HER HUSBAND TO LOOK AFTER HER 24-HOURS-A-DAY WITH SUPPORT FROM FEROS CARE.

“I wanted to walk again and with the help of Koh, my physiotherapist from Feros who visits me in my home, I’ve been able to regain my balance,” said the 70-year-old.

“At Christmas 2018 I couldn’t even feed myself as the chemotherapy killed the nerves to my hands and legs, but fortunately my nerves slowly grew back and now my muscles have gotten stronger and I have a lot more confidence.

“Gaining that confidence is such a big thing – especially when it comes to walking. I want to be able to get on my walker and just go but I’m not there yet. It will come. I’ve just got to be patient.”

Norma said having the support to reach her goals was paramount.

“I feel that I’ve got the right people around me to get to where I want to be,” she said.

“My goal was to be out of the chair and able to walk by Christmas and I’m sure that will happen well and truly before that.

“ I DON’T EXPECT TO BE ABLE TO WALK ALONE AGAIN BUT I’M HAPPY TO BE ABLE TO GET AROUND WITH A WALKER.

“I don’t expect to be able to walk alone again but I’m happy to be able to get around with a walker.

“It’s a big step from where I was and I’m grateful to my husband, my rehab team and Feros Care for helping me get there.”

Physiotherapy isn’t the only service Norma receives from Feros Care on her government-funded Home Care Package.

After her husband had an operation and could no longer assist Norma for several weeks with tasks like showering, she needed extra

services and found Feros Care’s packages superior to other providers.

“What Feros offered in terms of packages and services was much better so I went with them and I’m happy with the decision,” she said.

“As I make progress with my rehabilitation I don’t need as much help, but I still get a domestic lady for a couple of hours a week who is really good, and a podiatrist comes to check my feet and cut my nails.”

Norma manages her services through the MyFeros Portal.

“I find the portal great. You can do all your communication through it – just type your questions or changes and in no-time you get an answer back,” said Norma.

“It just helps make the process easy and I’m happy with the services Feros Care provides as it helps keep me in my home, rather than having to go into care.”



To register or for more information on MyFeros visit feroscare.com.au/myferos or call 1300 763 583

Mental Health LAC role had proven a great initiative from Feros Care and had the scope to continue changing lives.

“Our taskforce did an amazing job with R U OK?Day... we provided people with little goodie bags containing contact details for mental health services and helplines, examples of lived

experience, tea and coffee sachets, so people can have a tea and a chat with a mate,” Sarah said.

“We also held virtual meetings and wore purple to promote suicide prevention in the LGBTIQ+ community. For Mental Health Week, we also hosted internal and external events, and continue to go into the

community to help with planning and access.

“We’ve also done things like going to Men’s Sheds, linking with the CALD community; it’s just so important to talk about mental health and break down the stigma surrounding it.

“It’s all making a difference and we’ve got to keep

getting out there and having a chat and creating awareness around mental health and how the NDIS can assist.”



For more on Feros Care and its role with the NDIS visit feroscare.com.au/ndis

FEARLESS IS BACK AND IT'S BOLDER

PREMIERING IN LATE 2018, FEARLESS SEASON 1 CAPTIVATED US WITH THE STORIES OF NINE SENIORS LIVING THEIR BEST, BOLDEST LIVES. WITH SEASON 2 GET READY TO BE JUST AS CAPTIVATED.

Six Australians living with disability have overcome the COVID pandemic and their own fears to take on starring roles in the country's most inspiring film series.

Premiering on the International Day of People with Disability 2020 (December 3), the second season of Fearless is a collection of six short films that shines a spotlight on people living boldly with disability.

From a young man with Down Syndrome determined to compete in a gruelling CrossFit event to a fully trained chef who just happens to be legally deaf and blind, the films are designed to shatter stereotypes and broaden the representation of disability on screen.

Feros Care and Screenworks have once again partnered for the life-changing project after the success of the inaugural season of Fearless, which shared the captivating stories of nine seniors aged 75 and older.

Feros Care CEO Jennene Buckley said the disability and aged care services provider was committed to challenging society's perceptions of disability.

"In a world where people with disability often aren't visible on screen, Fearless Season 2 will introduce audiences to six remarkable people who are not only living full, bold and meaningful lives but inspiring others," she said.

"Each film explores how our new friends have not been held back or defined by their disability and instead shown a fearlessness that has shaped their approach to life.

"Feros Care has a proud history of helping shatter stereotypes when it comes to disability and ageing and Fearless Season 2 continues that tradition.

K THAN EVER

The short films have been created by filmmakers who live and work in regional Australia under the guidance of supervising producer Jenni Wilks, renowned for her work on acclaimed series Love on the Spectrum and Employable Me.

Screenworks CEO Ken Crouch said the filmmakers and stars had overcome significant hurdles to ensure the series would premiere on the International Day of People with Disability 2020.

“The filmmakers had to overcome a lot of challenges this year as a result of both COVID-19 and the bushfires and each of these films are a testament to their determination to showcase these fearless people on the screen,” said Mr Crouch, whose organisation provides support, leadership and vision to advance regional, rural and remote screen industries.

“Somehow, despite the challenges thrown up by bushfires and pandemics, these films have been delivered and the fact audiences will be able to enjoy Fearless Season 2 on such a landmark day for people with a disability is a credit to the determination of the films’ subjects and our filmmakers

who were so enthusiastic about sharing their stories.

“The inaugural season of Fearless holds a special place in the heart of the Screenworks team and we are honoured to once again play a role in using film to bring much-needed diversity and insight to the public forum.”

Among the stars of Fearless Season 2 is Canberra teenager Michael Foster, whose film *The Team* explores his journey with cerebral palsy, his love of wheelchair soccer and his touching relationship with the most important team in his life – his family.

“Fearless is a great opportunity for me to tell the world ‘Yes, I have a disability but I live a great life,’” said the 17-year-old, who was urged to nominate for the project by his Feros Care Local Area Coordinator.

“Part of my job is to educate people about my disability and this film will help me do that. I’m not awkward about my situation so others shouldn’t be either.”



**WATCH FEARLESS
SEASON 2 NOW**

feroscare.com.au/fearlessfilms2



Barnaby Lund. Photo © Marc Stapelberg

THE STARS OF FEARLESS SEASON 2

MICHAEL FOSTER
The Team



ALEX EVES
On Track



CHELSEANN OSBORNE
Golden Sails



SAM STUBBS
Sam I Am



BARNABY LUND
*The Incidental
Blacksmith*



NATE QUINELL
Plating Blind



FEARLESS SEASON 2: THE FILMS



THE TEAM

Canberra teen Michael Foster shares his journey with Cerebral Palsy, his love of the sport Power Chair and the support provided by his team at home – his family.



ON TRACK

The inspiring story of Alex Eves, a female athlete whose determination and persistence helped her overcome a catastrophic car accident. Based in Dubbo, the 31-year-old is now on the journey to rebuilding her life as a sprinter.



GOLDEN SAILS

A portrait of a 19-year-old woman who has sailed through life guided by a humbling and fearless outlook. With early intervention, Chelseann's hidden autism spectrum disorder has crafted unique life experiences through her passion for sport and disability awareness.



SAM I AM

Sam Stubbs, who lives with Down Syndrome on the NSW South Coast, decides to compete in the Battle of Benton – a tough CrossFit event attracting athletes from all over NSW – where he will be the only participant with a disability.



THE INCIDENTAL BLACKSMITH

In a backyard forge, Barnaby Lund spends hours meticulously creating his own bush knives with hammer, tongs and steel – practising the forgotten art of blacksmithing. Based in the Northern Rivers, both Barnaby and his wife have a lived experience of deafness.



PLATING BLIND

Nate Quinell is a fully trained chef. He also happens to be legally deaf and blind but that's never stopped him chasing his culinary dreams and becoming an inspiration to many in the process.

MEET SOME OF THE STARS OF FEARLESS SEASON 1



FEATHER THOMPSON
SOCIAL BUTTERFLY
84 YEARS YOUNG

Feather is a Byron Bay local legend who refuses to change as she ages, she's still dancing up a storm to the live bands in the Byron pubs and sunbakes nude on its beaches.



KLAAS NIEROP
OUTDOOR ADVENTURER
89 YEARS YOUNG

Klaas loves his outdoors lifestyle. He and his beloved dog, Wolfie live on a boat in Ballina harbour. He kayaks, cycles, swims and visits the gym to stay strong and it shows.



JULIE CROW
TRAPEZE ARTIST
78 YEARS YOUNG

Julie is vibrant and strong. She proves it by challenging herself to swing upside down from a circus trapeze for the first time ever.



TO VIEW ALL THE FILMS FROM FEARLESS SEASON 1 visit feroscare.com.au/fearlessfilms1

THE VIRTUAL SOCIAL CENTRE GETS FROTHY

WITH THE HELP OF THE VIRTUAL SOCIAL CENTRE, SENIORS FROM ACROSS AUSTRALIA ENJOYED A FROTHY WITH SOME OF THE COUNTRY'S FINEST BREWERS FROM THE COMFORT OF THEIR OWN HOMES.

Inspired by Oktoberfest, Virtual Social Centre (VSC) participants from as far as Redan in Victoria to Urangan in Queensland's Wide Bay enjoyed a four-part virtual beer tasting event with Byron Bay's iconic Stone & Wood brewery.

The participants, aged 68 to 87, were first given a virtual tour of the sprawling facility in Northern New South Wales where they met the team and learnt about the brewing process.

Next, a mixed four-pack of Stone & Wood's finest beers arrived in the post and sat patiently in the fridge to be brought out each Wednesday from October 21 to November 11.

As a group and under the guidance of Stone & Wood tasting room manager, Jess Flynn, the seniors sipped their suds and dissected the beer colour, flavour, and aroma; discussing them in detail, providing feedback and evaluation on the four different styles.

Patricia Reh from Illawarra invited friends, and fellow clients around to join in the tasting session and said they had a whale of a time.



"We got dressed up in German outfits, had German food and did a lot of singing and dancing," said Mrs Reh.

"We're big users of the VSC – we use it every day, mostly for exercise.

"The beer tasting was a lot of fun, the beer was really good and we're looking forward to the next session."

Stone & Wood's Ms Flynn said the virtual tasting provided another platform for people to learn and socialise when face-to-face wasn't an option.

“ THE TRUE TRADITIONAL ROLE OF A BREWERY IS TO CULTIVATE COMMUNITY AND TOGETHERNESS

"The true traditional role of a brewery is to cultivate community and togetherness, sharing a beer and a laugh in good times and bad," she said.

"It's so integral for us to keep the senior members of our community involved, appreciated and connected and we were thrilled to have the opportunity to utilise Feros Care's VSC for this purpose."

Feros Care CEO Jennene Buckley said the virtual tasting events were another great example of her team's dedication to providing seniors with new experiences that they may otherwise not have access to.

"We understand how important it is for seniors to stay connected to the community and continue to learn new things and we have seen first-hand how this improves their health and wellbeing," she said.



"The VSC was initially created for seniors who found it difficult to leave their home or care facility, or those who lived remotely, but during COVID times it has been a lifeline for people everywhere who may be in isolation for government or health reasons.

"The beer tasting sessions have been a really fun activity and the seniors have loved how interactive they've been – enthusiastically asking questions and giving feedback on each beer."

"We're very appreciative of the Stone & Wood team for generously donating their time and beers to provide such a great experience for these seniors."



Interested in what the Virtual Social Centre can do for you or a loved one? Visit feroscare.com.au/vsc

ACCESSIBLE COOKBOOK FOR PEOPLE WITH DISABILITY

SEARCHING FOR A PROJECT TO ASSIST PARTICIPANTS IN BUILDING THEIR CAPACITY, FEROS CARE FOUND THE RIGHT INGREDIENTS WITH FILM SERIES, LOOK 'N COOK.

Filmed in sponsorship with South Australia's City of Playford Council, the project, designed to provide an accessible cookbook for those with intellectual and cognitive disabilities to follow simple steps with guided pictures, delivered delicious recipes across a five-part series.

Featured alongside Feros Care Community Development Coordinator, Carly Grose, and Local Area Coordinator, Sona Vaid, National Disability Insurance Scheme participant, Kimberley, took centre stage whipping up a smoothie which really hit the spot.

Enjoying the experience, Kimberley said she was nervous, but was "honoured" by the opportunity to step into the spotlight and show anything can be achieved.

"As someone living with a disability, sometimes it's hard to feel you belong, so I was very honoured to be a part of the video," she said.

"The whole experience was very special to me."

While the City of Playford Council established the



cookbooks in 2006, this marks the first year Feros Care has been involved as a sponsor, after identifying the need for a low-cost cookbook to support NDIS participants to build skills and capacity in independent living, daily activities and social participation.

Supporting in the rescoping of nutritional information, recipes including the right mix for Anzac Biscuits, Kimberley's delicious smoothies, a perfect pizza, and an all-round favourite in tacos, will find their way into print, to provide accessible alternatives for those with disability.

“ WE WANTED TO IDENTIFY IDEAS THAT WERE INCLUSIVE

“We wanted to identify ideas that were inclusive, and the opportunity arose to support Playford Council in being able to film the

Look 'n Cook book as a cooking show for the first time,” Carly said.

“ THERE'S NOT MANY ALTERNATIVES LIKE THIS OUT THERE FOR PEOPLE WITH DISABILITY.

“There's not many alternatives like this out there for people with disability. With Sona having a background in nutrition and dietetics it was a great match, Sona was able to rework some of the ingredients in the cookbook so there is some great options for those who may be lactose or gluten intolerant or vegetarian.”

In each episode, a hands-on approach sees participants work through recipes from start to finish.

Equally as special from behind the lens, Hugh from Enlightening Films said while the concept was a

first for him, he was inspired by what was able to be achieved.

Specialising in shooting not-for-profit projects and educational films, Hugh's key concept is "communicating complex messages by making them simple", which he believes went to the next level through Look 'n Cook.

Filmed over two days, Hugh said Carly and Sona's approach created a great atmosphere, resulting in a great "vibe" on set.

While she's yet to recreate her smoothie at home, Kimberley said she was proud to show everyone that anything can be achieved.

“People are usually very accepting of people with disability, but some are not so accepting, and they fear what they don't understand, so we've shown you can do anything if you put your mind to it,” she said.



TO WATCH THE VIDEOS AND CHECK OUT THE COOK BOOK VISIT [FEROS CARE.COM.AU/LOOKNCOOK](https://feroscare.com.au/lookncook)

HOUSING AND HOMELESSNESS PROJECT

A FAMILY CONNECTION HAS PROVIDED THE PERFECT THREAD FOR BINDING SUPPORT AND BOLDNESS THROUGH A FEROS CARE HOUSING AND HOMELESSNESS PROJECT IN ADELAIDE.

Mentioning the Information, Linkages and Capacity Building (ILC) project designed to assist the homeless, community housing organisations, tenants, and those seeking access or an understanding of the National Disability Insurance Scheme (NDIS) to her partner's grandmother, Elsie, Feros Care Local Area Coordinator (LAC), Jess Williams didn't expect such a caring and giving outcome.

Devising a plan to knit and show her support, Elsie got to work instantly, on her way to producing 55 beanies in various colours and three different patterns for donation.

Delivering the beanies to homeless support Adelaide Day Centre, Jess and project lead Amelia Farrow

were able to deliver more than just hope and warmth, with the beanies producing smiles for all involved.

While the beanies were icing on the cake, the project's aim of improving lives in the homeless and public and community housing communities in Adelaide and surrounds has the scope to make a big impact, after being devised by Amelia over 12 months ago.

Coming from a background in public housing prior to joining Feros Care, Amelia had identified the need for a better understanding of the NDIS, and the need to educate people on how best to find and receive support.



PODCAST UPDATE

Hosted by Pete Timbs and Tristram Peters, the Grow Bold with Disability Podcast is full of uplifting conversations with people of different abilities, who are living healthy, socially connected and fulfilling lives.

Seasons One and Two were launched in 2020 and included amazing conversations with Comedians Adam Hills and Tim Ferguson, Olympian Cate Campbell and ABC Disability Affairs Reporter Nas Campanella – just to name a few.

LISTEN NOW
feroscare.com.au/podcast

“It was evident a lot of people weren't receiving adequate supports as they didn't understand the NDIS or whether they were eligible,” Amelia said.

“ IT WAS EVIDENT A LOT OF PEOPLE WEREN'T RECEIVING ADEQUATE SUPPORTS

“People who may not understand the system or the scheme, and there's families out there who are homeless and don't have any housing or disabled services assisting them,” Jess added.

“So, we're here to assist people to gain access to the NDIS and the supports they need, and even if they don't have disability or meet NDIS access, we still help to link or refer them to community and mainstream supports.”

As well as engaging individuals, the project is designed to provide support and information to housing and homeless service providers. Through interactive workshops and coming up with ways to connect in the current climate, the project has been a crucial tool in assisting housing and homeless providers to be better supported, so they can in-turn provide better support for their tenants and clients.

“We liaised with community housing organisations to gauge where they were lacking knowledge around the NDIS. To coincide with that, we held catch ups and conducted surveys, and identified where the gaps in knowledge were and where they were needing the most support,” Amelia said.



Read the full story at feroscare.com.au/housingproject

LIFE-CHANGING TECHNOLOGY FOR SENIORS



IT'S EASY TO ASSOCIATE TECHNOLOGY WITH CONVENIENCE AND ENTERTAINMENT, BUT NOT A LOT MORE. YET FOR SOME SENIORS, IT CAN BE LIFE-CHANGING – AND THAT'S SOMETHING WE'VE DISCOVERED WITH OUR NEW PILOT PROGRAMS, LET'S GET TECHNICAL AND SMART HOME MODIFICATIONS

These innovative initiatives take our 30 years experience working with seniors and links them to what they need most in the technological world. Featuring ten one-on-one sessions with our tech experts, we focus on how to use modern devices to improve their wellbeing, independence and lifestyle.

From communication with loved ones interstate, discovering social media to understanding Google Maps and keeping up with medical appointments, there are endless topics to cover, and endless ways to make a huge difference to the lifestyles of our seniors.

Erich and Edith Neumann from the Gold Coast are one couple who have seen huge improvements with the addition of just a few devices.

Mr Neumann says that before starting the 10-week program, he and his wife were reluctant to turn on their tablet: "Before, I think I was scared of it, but now I think it's scared of me!"

Now they've mastered Skype calls and regularly log into the Feros Care Virtual Social Centre to check out activities with other seniors, such as exercise classes, language lessons

and health literacy programs. It's taken their social life to a whole new level.

With a series of Google Home devices, Mrs Neumann has secured an extra helping hand around the house. "Before we started the programs I didn't even want to turn on the tablet. I was worried I might break it," she says. "Now I'm using Google Home to help me control light switches and appliances, play my favourite music and find new recipes to try."

Google Home can also be used by clients such as the Neumanns to easily access their MyFeros portal, where they are able to voice-command-manage their services. From booking, changing and viewing services to making contact with the care team, it can all be done without even a phone call, allowing Feros Care clients to feel confident and in control.

And for those moments when you might be feeling a little isolated... there's always technology to keep you company. In the fine words of Mr Neumann, as he laughs: "Google listens to me better than Edith does!"

THE PILOT PROGRAMS:

LET'S GET TECHNICAL

Let's Get Technical is a 10-week technology training program designed to educate and empower our seniors to use everyday technology. Our Technical Support Officers visit clients in their home to chat about their interests and teach them how to use their own devices, such as smartphones, computers or tablets.

Seniors quickly learn how to operate the apps and programs they might like to use; this can be anything from mobile banking, MyGov and Google Maps to learning how to look up recipes, the weather and social media. By kicking some serious tech goals, our clients end up feeling confident, accomplished and independent; and we love seeing them inspired as they learn something new that connects them with the world in a meaningful way.

Over 140 clients have benefited from over 1,300 sessions we've delivered so far. Along the way, their confidence has increased, their anxieties have decreased, and – most importantly – their lives have changed for the better.

**FOLLOW US ON INSTAGRAM AND FACEBOOK
PILOTS AND WHERE WE ARE ROLLING THEM OUT**



TOP TIPS

FOR HELPING LOVED ONES OVERCOME A FEAR OF TECHNOLOGY



BY MAKING THE MOST OF THE LATEST IN DEVICES TO CONNECT SENIORS WITH THE OUTSIDE WORLD, IN TURN, WE'RE HELPING THEM TO FEEL LESS SOCIALLY ISOLATED.

But while we love to change lives in such a positive way, the biggest task along the way involves breaking down the fear of change when it comes to technology. Many seniors can be frightened of devices and the complications they bring; thanks to our many years of experience here at Feros Care, we're well-versed in helping overcome those fears, and we're here to provide support.

Elliott Cronan is a Technical Support Officer for Feros Care and works with seniors as part of our Let's Get Technical program, spending ten one-on-one sessions with each client to get the best possible outcome for them.

"Most of my clients have dabbled in technology but are not really into it," explains Elliott. "They're worried they might break something, or get hacked, or scammed. They might have a tablet but haven't touched it for six months."

Elliott shares his top tips for helping the older generation overcome a fear of technology below.

1. START WITH THE BASICS

"The biggest way to scare people off is to overcomplicate things," Elliott explains. "Start with the basics – all you really need to begin is to talk to the person on their level and work out what they want to do."

Long before he was part of the Feros Care team, Elliott would help his grandmother understand how to work her phone. "Every time I saw her, we would try a couple of things. Once she'd mastered those, we'd do one or two more."

2. DO IT WITH THEM, NOT FOR THEM

"The most common thing my clients say is that a lot of family help them by doing it for them, but not by showing them," Elliott explains. "I know it might get frustrating to explain the same thing a hundred times, but getting them to actually do it is the key."

By trying it themselves and having a go, your loved ones are much more likely to take it on, and they will be so thrilled when they have success. Elliott gives the example of one client who learned how to turn on and off his lights with the Google Home system set up through Feros Care's Smart Home Modifications program.

3. EXPLAIN THEY WON'T BREAK ANYTHING

Seniors can occasionally be concerned with unfamiliar devices; they worry about pressing the wrong button and accidentally deleting a program, or breaking the device due to its fragile nature.

"I try to explain to my clients, it's harder than you think to cause true damage to a device," laughs Elliott. "So don't worry. You might accidentally delete things, but you can always get it back and recover it."

SMART HOME MODIFICATIONS

This program is our way of collaborating with seniors to make the most of modern home technology, allowing them to feel more supported in their own homes. It might include virtual light strips; robotic vacuum cleaners; electronic door locks; voice activation technology and more.

With over 70 homes becoming connected through the program, and over 400 smart devices introduced by our Technical Support Officers, this freshly dynamic home environment adapts to the ever-changing needs of people. This might involve installing lights that turn on in the middle of the night on their way to the bathroom, or setting them up with Google Home devices so they can contact Feros Care.

CLICK FOR MORE NEWS ON THESE TOPICS AND MORE TIPS AT FEROS CARE



READ THE FULL STORY AND MORE TIPS AT

feroscare.com.au/techtips

BE SOMEONE FOR SOMEONE

NOW MORE THAN EVER WE ARE COMING TOGETHER AS A COMMUNITY TO CONNECT PEOPLE AND FIGHT LONELINESS.



Throughout 2020, one of our focuses has been helping people to cope with this additional 'layer' of loneliness caused by the need for self-isolation and social distancing. Programs like Let's Five Loneliness have been instrumental in this effort. We offered five simple steps to make those vital connections, with practical support to put them in place.

Feros Care set the example for each step, with the Kindness Warrior team making daily calls to the vulnerable, the Virtual Social Centre expanding

its online activities, In Great Company tailoring its companionship program to the new norm, and 1,000 Notes of Friendship leading the letter writing actively.

The enormous impact of protecting older Australians from COVID-19 behind closed doors was very clear, very early on. No visitors. Fear of leaving the home. Wondering if they would be forgotten. The toll on many already lonely seniors is immense.

Meanwhile, the Feros Care community repeatedly told us "we

would like to help in some small way, what can we do?" Knowing the joy of a handwritten message, our goal was to send to 1,000 vulnerable seniors a note of friendship. We asked staff, volunteers and the community to help. Cards, letters and notes flooded in from the widest corners of Australia. We exceeded 1,000 in nine weeks and the feedback from seniors was a real success.

This year we've also focused on some important foundational work. We established our Strategic Advisory Committee who support us in delivering key pillars, bringing expertise, insights and connections in key areas. Visit besomeoneforsomeone.org/about/advisory-committee to find out more about this wonderful group.

Part of the work of Be Someone For Someone is to keep abreast of the landscape of loneliness, so that we can continue to advocate for those most lonely, and to curate and ideate a range of programs and solutions that have greatest impact.

With no single source of truth, this year, our Research Advisory Committee conducted an in-depth review of 300+ academic and social research reports, meta analyses, and program evaluations to build a holistic picture of loneliness. This was the basis for the Be Someone For Someone Conceptual Framework for Loneliness which breaks loneliness into four key cause areas, grouping together those common risk factors and shared experiences, so that solutions can be tailored for the greatest results.



We've always known that seniors suffer loneliness, however young adults are some of the loneliest people in Australia, with over 1 in 3 reporting problematic levels of loneliness in the Young Australian Loneliness Survey (2019).

Be Someone For Someone participated in Univate this year. Univate is a month-long, interdisciplinary competition where teams representing their university compete against each other to find a solution to a real-world problem that their allocated organisation is trying to solve. In our case, loneliness among young people.

Teams from Macquarie University, Southern Cross University and University of Technology Sydney reviewed existing research and conducted their own in order to understand some of the triggers – to fully understand the problem before looking at solutions. The teams proposed solutions from university networking apps to adopt a grandparent programs. Although Macquarie University's 4Us solution – a social platform offering university students a safe space to connect with peers they wouldn't normally meet, strengthen their social skills, and provide opportunities to contribute to the wider community – ultimately won the competition, we saw merit in all suggestions and we're currently looking at implementing some of their ideas.

It's been a busy year – so we were delighted that Be Someone For Someone was awarded one of the top honours at the 2020 Future of Ageing Awards, announced in November. We were awarded the Social Inclusion prize at the prestigious awards ceremony, which recognises innovation and leadership across Australia's aged care industry.



"I received the card and my daughter read it to me. We found the card very touching. This card was extra special because it was signed by Darlene. My daughter passed away when she was quite young with cancer and her name was also Darlene. Brought tears to my eyes."

ALICE FROM HUNTER VALLEY NSW



"The only person I see is my carer Terre, so I was very touched by the letter I received. I read the letter to all my online colleagues from the Virtual Social Centre."

KRISTINE FROM CESSNOCK NSW

Now in its second year, the Future of Ageing Awards is designed to share evidence of success and applaud aged care providers, suppliers and educators at the forefront of helping ageing Australians. It's a sign we're on the right path as we move into our second year!

If you're feeling lonely I urge you to reach out. Loneliness feels painful for a reason – to force us to reach out, to connect and ask for help. Something I've always known, that has been reinforced time and again during 2020 is that people love to help. They truly do. By reaching out and asking them for help, you're doing both of you a service.

We know that for some, asking for help isn't as simple as it sounds. That's why Be Someone For Someone works to create awareness and opportunities for people experiencing isolation and loneliness.

Feros Care was established through the charitable fundraising of our founder and namesake, George Feros. What he couldn't have known is that 30 years on, his legacy has allowed us to support more than 350,000 seniors and people with a disability. It is the generosity of Feros clients, the general public, corporate partners and philanthropists that

helps us to run our social programs to tackle loneliness and we are so grateful to those who have supported us this year. We launched our Gift in a Will program, have initiated a corporate partnership and workplace giving program and established an easy way for people to make even the smallest of donations via our website.

We were also thrilled to receive a very generous donation from the wonderful James Frizelle Charitable Foundation to help us expand our companionship service to some of the most vulnerable seniors on the Gold Coast/Northern NSW.

Thank you for your support so far. To stay up to date be sure to follow us on Facebook and Instagram.

Warm regards,

Jo Winwood

Head of Be Someone For Someone



For more on Be Someone For Someone programs, to donate, or to get involved, visit besomeoneforsomeone.org



BREAKING DOWN BARRIERS WITH NAS CAMPANELLA

FOR NASTASIA CAMPANELLA, GROWING BOLD THROUGH SELF-BELIEF HAS BEEN ONE DRIVING ASPECT WHICH HAS DELIVERED A SUCCESSFUL AND FULFILLING MEDIA CAREER.

Blind since she was six months old and living with genetic disease, Charcot-Marie-Tooth, Nas (as she likes to be called), has an almost total lack of sensitivity in her fingertips and hands, meaning she can't read braille, but it's never held her back.

Landing a cadetship with the ABC in 2011, the Sydneysider has gone on to become a much-loved news reader with cult radio station, Triple J, for the last seven years.

Overcoming any perceived obstacles as one of the ABC's most recognisable voices, Nas refuses to be judged or defined by disability. Transitioning into a role as Disability Affairs reporter for ABC, Nas hopes to drive "change", and equal employment opportunities.

"Nothing is off limits, and I've been completely overwhelmed by people wanting to put forward story ideas or topics to explore," Nas said of the new role.

"I felt this role really brought together my years of advocacy and years as a journalist, to make a change within the media to prove lived experience in writing about the disabled community.

"A lot of people in the disabled community are wanting change, and the best way to bring about change is to talk about things people are doing and show the wider public, we're working, studying, living life and doing the things everyone else is."

Employment, a topic close to Nas' heart is a key driver for her vision, and something which should be inclusive of disability, but not defined by it.

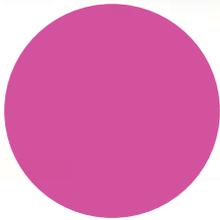
Nas' views and experiences have been grafted and fine-tuned over time, where a girl growing up in western Sydney never let disability become a barrier, regardless of stereotyping or social perceptions.

Speaking to fellow journalist, Pete Timbs and Tristram Peters on the

“

IT'S BEEN WONDERFUL TO CONNECT WITH SO MANY AMAZING PEOPLE IN THE DISABILITY COMMUNITY AND TO HEAR THE KINDS OF ISSUES THEY WANT ON THE AGENDA

NASTASIA CAMPANELLA



Grow Bold With Disability podcast, Nas described starting out at a special school, before transitioning into mainstream education.

“Some of the supports I did have in those early years were an itinerant support teacher who’d come to class with me,” Nas said in her podcast.

“We figured out I couldn’t read Braille; we used audio and e-text and things like that, making sure that anything that was basically given to my other peers was also taught to me.”

Finding innovative ways to do the things other kids her age were doing, Nas’ creativity continued to grow, as her calling for becoming a journalist emerged.

“I’d always been really (interested) in media, because it’s the way I sort of learned about the world around me,” Nas said.

“I’d be listening to radio from the moment I woke up to the time I went to sleep at night, I loved the way people sounded.

“I loved the music, and when I got to my teen years, I started doing community radio, and it was there that I really discovered that power you could have as someone behind a microphone with bringing people together, having them take part in really stimulating conversation, and teaching them about the world around them.”

While Nas’ drive and clear talent was evident, her enthusiasm or dream wasn’t shared by everyone as her journey developed, with apparently more “appropriate jobs”, suggested for her.

“I grew up with people telling me that a secretary, or receptionist, or psychologist would be appropriate jobs... not knocking those jobs, but it’s just not what I wanted to do,” Nas said.

“I loved writing from an early age, (but) at university, when I was looking for work, people would say, ‘how could you tell a story if you don’t see what’s happening?’, those kinds of things.”

Using the lack of belief in her as motivation, it was “this is what I want, and I don’t care what people think”, which helped drive Nas’ ambitions.

Utilising Jaws screen reading software, a white cane, a phone for recording, apps and voiceover technology, Nas’ disability plays no role in her ability as a journalist.

While praising the ABC, Nas believes the reality and experiences for those with disability externally, is not always as positive.

Barriers remain, and Nas herself said while it was her choice not to disclose disabilities in job applications, the decision is a personal one, and regardless, shouldn’t impact employment opportunities.

“We’ve got several people (at ABC) with lived experience, and my organisation shows we’re an (inclusive) organisation, so, for people telling me journalism wasn’t for me, I’ve proved them wrong as several people have,” Nas said.

“But while disclosing disability wasn’t relevant for me, it’s an incredibly

personal decision to disclose that, and whether we like it or not, people do discriminate and there can be judgements.

“I think there’s a concerted effort (for workplaces to become more inclusive), but there’s a large portion of workplaces still paying lip service.

“The biggest barrier for disability employment is attitude, and the concerns today are really the ones that have been concerning people in the disability community for a long time. Technology is available and can be provided, so it’s about creating a space where everybody is welcome.”

Sinking her teeth into her new role, Nas hopes to grow the conversation and embrace everything disability. Sparked through putting together editorial guidance notes for best practice standards for language and the portrayal of people with disability ahead of last year’s Disability Royal Commission, the role has become a vehicle for creating a “voice” for those with disability, and a platform for evolution and change.

“It’s been wonderful to connect with so many amazing people in the disability community and to hear the kinds of issues they want on the agenda,” Nas said.

“It’s to give them a platform, to put their voice out there, and to talk about the issues they want to talk about in a way they want to talk about them.”

The epitome of Growing Bold, Nas encouraged everyone to back themselves and break through any perceived barriers, rather than be held back by them.

“Growing Bold to me means sometimes stepping out of your comfort zone, trying something new, trusting your gut, and really believing in yourself,” Nas said.

“Because if you don’t believe in yourself, then nobody else will.”



To hear other stories of Growing Bold, listen to our podcast – Grow Bold with Disability
feroscare.com.au/podcast

Gran Slam 2020

BACK IN A BATTLE OF THE STATES



AFTER A HUGE SUCCESS IN 2019, GRAN SLAM, A PROJECT BY EVERYBODY NOW! IN PARTNERSHIP WITH FEROS CARE WAS REIMAGINED IN 2020 TO REACH MORE WORDSMITHS OF WISDOM AND POETIC SENIORS WHO ARE READY TO STEP UP TO THE SOAP BOX AND SLAM – SLAM POETRY, THAT IS.

Gran Slam invited seniors in Queensland and New South Wales, 70 years and over to take part in a series of online workshops, culminating in a live streamed slam poetry event.

Under the guidance of expert poets and literary performers Luka Lesson – Team QLD and Sarah Temporal – Team NSW, participants

learned how to write and perform slam poetry to move and inspire.

We weren't looking for experienced poets, just passionate, enthusiastic seniors ready to give it a go – and have lots of fun. The workshops were fun, inclusive and inspiring – and a great way for our senior slammers to come together as strangers, leave as friends –

slamming down a few stereotypes along the way!

Now more than ever we need to hear the voices of older Australians, amplified and visible to the world. Gran Slam 2020 allows us to cross geographic boundaries and connect online through the power and passion of poetry.

WORKSHOP HOSTS



TEAM NSW

SARAH TEMPORAL

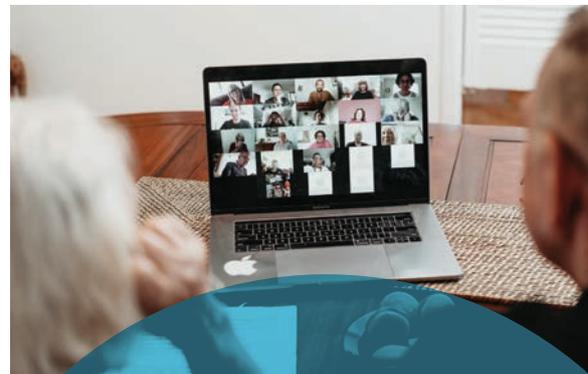
Sarah Temporal is a prize-winning poet and educator from the Northern Rivers NSW. Her work combines the immediacy of slam poetry with finely-honed craft and sensitivity. She has performed poetry Australia-wide and has delivered workshops and poetry slams at schools, festivals and online. Sarah initiated and runs Poets Out Loud, a community arts initiative which empowers people of all ages through the spoken word. Her debut poetry collection is currently in development.



TEAM QLD

LUKA LESSON

Luka Lesson is an Australian poet of Greek heritage. His work engages with the mythology of his Greek homeland, the fiercely political and the vulnerably self-reflective. Luka is an Australian Poetry Slam Champion, has performed with the Queensland Symphony Orchestra and has poems being studied in curriculums and educational programs across Australia. Luka has toured with Akala (UK), Nahko and Medicine for the People (USA), Tiki Taane (NZ) and Dr Cornel West (USA).



At the end of November 2020 (just after this edition of the magazine going to print) our Queensland and New South Wales poets battled it out alongside special guests as part of a live streamed event.

TO FIND OUT WHICH STATE SLAMMED THE OTHER DOWN visit feroscare.com.au/granslam.

BOLD BRILLIANCE

UPDATES AND OVERVIEWS OF MORE OF THE FABULOUS AND FUN WAYS WE'RE HELPING OUR COMMUNITIES, CLIENTS AND TEAM LIVE BOLD!

GROW BOLD WITH DISABILITY PODCAST UPDATE

The Grow Bold with Disability Podcast was launched in March 2020. The podcast is hosted by TV, radio and magazine journalist Pete Timbs, and co-hosted by writer, editor and disability advocate Tristram Peters. The duo have uplifting conversations with people of different abilities, who are living healthy, socially connected and fulfilling lives.

Season One was well received, with more than 6,000 listens over the 20 episodes. We received such great feedback that we knew there was an appetite for more insightful conversations where the taboo, uncomfortable and funny side of living with disability is discussed.

Season Two is still running, and so far has been listened to over 4,000 times!

Fan favourites include Growing Bold and Down Syndrome – a wonderful conversation with Rosane Stuart, mother of groundbreaking model Madeline Stuart – and Growing Bold with Sexuality, where Andrew Gurza, disability awareness consultant and crippled content creator shares his insights around sex and disability.

Our aim is to keep these conversations coming and we need your support! You can help us bring you more by simply



subscribing and listening to the podcasts. Available on Apple Podcasts, Google Podcasts and Spotify, we know you'll love listening.

feroscare.com.au/podcast

ASK GRAN NOT GOOGLE UPDATE

Ask Gran Not Google is an inter-generational project that encourages children to seek the wisdom and life experience of a senior before searching the internet for answers. By doing so, children gain insight into the valuable role seniors can play in their lives and society.

Students are challenged to switch off their devices and seek answers to life's questions from a more experienced, senior source.

Students, seniors and the teachers who have participated in an Ask Gran Not Google session all enjoyed

the valuable intergenerational connections made. Topics discussed ranged from dinosaurs to dictators, and everything in-between! Some of the questions asked included "Who was Mussolini – and was he a goodie or a baddie?" and "When did you get your first iPhone?" The answer to the latter is 80!

Since the inception of Ask Gran Not Google more than 83,000 students have participated in an Ask Gran Not Google session – and we look forward to many more. The team are working on ways to make the program self-sustainable



and, importantly, making consulting seniors something that happens every day in our communities.



FUN UPDATE: FLAMINGO CUP

At Feros Care we've always known how to have fun – embodying our Vibrant Creator value by making time for frivolity and creativity. In November 2020, the annual Feros Flamingo Cup was held at Coolangatta Beach. Now in its third year, the event gets bigger, brighter and more competitive each time it's run!

24 staff took to the starting line dressed in their silks to ride their birds down the sand and take out the coveted prize – a trophy and bragging rights.

The buzz around the event has become so big that in 2020 a hoard of media attended including Channel 10 – official host of Melbourne Cup Coverage. Comedian Dave Hughes 'commentated' the race

from the studio, donned in our pink Flamingo hat.

Our winner and defending champion, Ben Austin from our IT team rode the frisky flamingo "Rear-view Mirror".

Austin says it's the antics surrounding the race that he enjoys the most.

"It's the cultural pre-race lead up banter amongst competitors, especially my bosses, that is my trophy. That banter is absolutely priceless; winning is a bonus," he said.

"My pre-race prep and tactic to go back-to-back are eat Weet-Bix and strut around as if I have already won."

Training is already underway for next year's race, as team members prepare to win the trophy from Ben!





HERE'S TO OUR NURSES!

IN 2020 THE UNITED NATIONS INTERNATIONAL DAY OF OLDER PERSONS WAS DEDICATED TO THE NURSE – A ROLE THAT HAS CHANGED AND INFLUENCED THE LIVES OF MANY, ESPECIALLY HERE AT FEROS CARE.

In a year dominated by a global pandemic, our health professionals have proven yet again just how incredible they are in the face of unprecedented upheaval, putting their own lives at risk for the care of others.

At Feros Care, we're passionate about doing our best to care for seniors in Australia – not just improving the quality of their lives but, in some cases, changing them completely. From introducing new technologies to their lives and revolutionising how they can make contributions to their own health, to offering support, strength and all-new hobbies.

The United Nations believes that no one should be left behind. Here's how we're making sure of it.

OUR VIRTUAL CARE TEAM

"Nurses have always been a jack of all trades," says Clare Bock, one of our Virtual Care Clinicians. Clare has years of experience with face-to-face triage and providing advice to people in the emergency department; her role now allows her to combine everything in one, providing clinical advice to our Wellbeing Managers, reviewing clinical requests and speaking directly to clients to determine which services are best suited to them.

This includes our Telehealth program, with over 100 clients. "We set up a tablet in the client's home and they can monitor their oxygen, blood glucose, blood pressure, heart rate and more via Bluetooth devices," Clare explains. "That information gets sent to us to monitor on an overall dashboard, allowing us to see at a glance where they may need services in place."

By monitoring a person's vital signs from the comfort of their own home, our health team are able to identify acute or chronic episodes and contact the client to discuss best management.

This has become particularly essential in the era of COVID-19, where people are in lockdown. “It’s no longer easy to call a relative for help or get to a GP or self-manage when you’re unwell,” Clare notes. “It’s just all about empowering people to look after themselves and optimise their self-management.”

COMMUNITY SERVICES

It doesn’t stop on the technology side. SJ Roberts is a Registered Nurse in our Community Services team and has worked as a nurse for over thirty years.

It’s people like SJ who make such a valuable contribution to checking in on clients and doing everything they can to empower the client, while also making a significant difference in their lives.

“I just want my clients to utilise what’s on offer to them to keep them as healthy, comfortable and happy as possible,” SJ explains. “We’ve all got to look after our health. It’s now becoming more widely accepted that there are other ways of treating pain or conditions, such as massage, physio, and acupuncture. We can work with a client for what suits them best.

SJ also does wound care, referrals to help clients, and works specifically with all her aged clients to try to keep

them in their own home for as long as possible.

SJ gives the example of one client who has cancer and was losing weight rapidly whilst undergoing chemotherapy. SJ recommended that a dietitian come in to help with her diabetes and glucose levels, and supplements to assist with weight gain, while she continued to go to the hospital for oncology reviews.

“I could not believe the transition from the recommendations I’d put in place, and it has all contributed to her improving in her general health,” SJ explains. “I can go home at the end of the day knowing that I’ve done a good job, and that’s what is most important to me.”

WORKING THROUGH COVID-19

It’s not often that a global pandemic shifts everything we know about the world. COVID-19 has had an impact on every individual, no matter the circumstances; but overwhelmingly, it’s affected those that may have already felt loneliness and a disconnection from society.

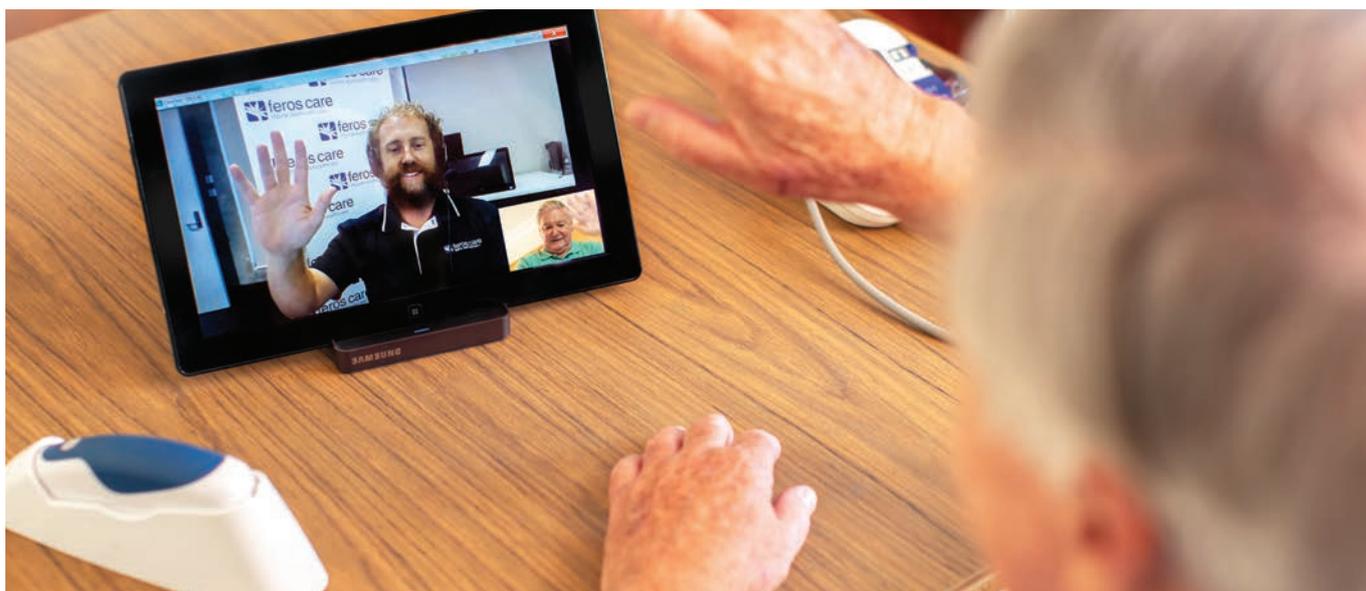
“It’s really the uncertainty of not knowing when it [COVID-19] will end,” Clare says. “Our elderly clients are feeling, well, I haven’t got that many years left – I don’t have time to spend them in lockdown!”



Clare Bock

Nurses are dedicated to using their personal protective equipment and abiding by all policies and procedures to keep themselves, their clients and their families healthy while also making a dedicated effort to reduce social isolation where possible.

“We do have clients with long-term mental health issues, and it’s very important as a nurse to assess where they’re at with COVID-19, especially as they may not be able to see their families,” SJ says. “It takes its toll on everybody. But clients do enjoy me coming and we talk about all sorts of things – I show them photos and we chat about what might be going on in their lives. We take a very holistic view of their wellbeing.”



To find out more about our programs and how they could benefit you or a senior you know, call 1300 763 583.

SOUL SISTA SINGS PRAISES OF THE VIRTUAL PLATFORM

SOUL SINGER LISA HUNT HAS HAD TO SWAP SOLD-OUT CONCERTS IN ITALY AND NEW YORK FOR RENOVATING HER HOME IN BYRON BAY, BUT THE DISCO DIVA'S DREAMS OF GETTING BACK ON STAGE BECAME A REALITY WHEN SHE PERFORMED FOR SENIORS IN HER FIRST VIRTUAL CONCERT.

The idea came about through Lisa's connection with 99-year-old Feros Village Byron Bay resident Nina Marzi who, before the pandemic, never missed a show at The Beach Hotel.

Nina and her best friend Feather were regular fixtures on the local music scene but pandemic times meant the duo have had to miss their Friday dancing fix and their monthly stints on stage at Lisa's concerts... until now.

In September, Nina, Feather and 100 Feros Care clients from around Australia got their dose of disco when Lisa performed a virtual concert that was live-

streamed to Feros Care residential villages and the homes of seniors across the country.

As part of Feros Care's commitment to fight loneliness in Australia through its Be Someone For Someone charity, the care provider used innovative technology, its state-of-the-art studio and online platform – the Virtual Social Centre (VSC) – to connect Lisa with seniors through song, dance and banter in her Motown Virtual Concert.

“ I WAS INSPIRED BY NINA'S RECENT 99TH BIRTHDAY AND I WAS SAD THAT COVID MEANT SHE COULDN'T GET OUT AND DANCE

“I was inspired by Nina's recent 99th birthday and I was sad that COVID meant she couldn't get out and dance with me on stage, so when Feros Care suggested a virtual concert I thought, 'let's do this,'" said Lisa.

“Nina and Feather are just divine, as are all our seniors, so I wanted to do something for them.

“I want to sing again and connect with people and was given a chance to do that with a group of

precious people who, due to COVID, are mostly confined to their home or aged-care village.”

“ I WANT TO SING AGAIN AND CONNECT WITH PEOPLE AND WAS GIVEN A CHANCE TO DO THAT WITH A GROUP OF PRECIOUS PEOPLE

While Lisa has amassed a loyal following of fans of all ages, she had never performed exclusively for seniors, or in a matinee timeslot.

“I was a bit terrified of singing at 10am but I put the disco lights on and boy did we have some fun!" she said.

“Everyone knows what they feel when they hear their favourite song. It's transforming; it lifts you up; it opens your heart.

“If you have it in your heart to reach out and give someone the love you have, then why on earth wouldn't you? Connection is transformative and it's something many of us are really lacking right now.

“When I'm singing, no matter what else is happening in the world, for that hour or however long it is, you're in a different place. The joy of music gives you a break from everything – a break from thinking about everything else that's going on in the world and it's good. It soothes the soul.”



Check out the video at feroscare.com.au/soulsista

LANGUAGE OF INCLUSION CONNECTS CULTURES FOR FILM PROJECT FIRST



WHEN SEARCHING FOR WAYS TO REACH OUT TO A MELTING POT OF CULTURES IN ADELAIDE, A CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) PATHWAYS FILM PROJECT IS PROVING A PERFECT WAY TO BREAK DOWN BARRIERS FOR FEROS CARE.

Community and Access Services South Australia (CASSA) worked with us on the development of the videos, which are recorded in 15 languages through the help of seven multi-lingual Feros Care Local Area Coordinators (LACs), and CASSA case workers, who provided voice over and translation support.

Sparked through the limitation of face-to-face contact in the current climate, Feros Care Community Development Coordinator (CDC) Anita Smith said the project focused on the facts and fictions of the National Disability Insurance Scheme (NDIS), while debunking myths and misconceptions by circulating information in communities' first languages.

"We address the role of the LAC by personalising a script of 'who's your Local Area Coordinator', to explain the process of pre-planning meetings and how LACs support people in connecting with services and their community," Anita said.

"We wanted to be creative and create something that would be beneficial for people ongoing and not just in the current climate. It's amazing how our LACs from diverse backgrounds supported the project by sharing

their language skills to translate and articulate information.

Carefully devised by Anita and CASSA's Catherine Greer over a six-week period, the project features 15 films with the same scripting, but spoken in languages including Vietnamese, Portuguese, Croatian, French, Zande, South Sudanese, Nepali, Kirundi, Arabic, Creole, Hindi, Punjabi, Bahasa Indonesian, Shona, and English.

Devised in consultation with various community leaders, Catherine said the films' explanation of key details such as how NDIS planning meetings will look, what will be discussed, and what supports are available.

Although the NDIS provides translated written information, the project marks a visual first, proving crucial for those from CALD backgrounds, who advised not all members throughout their various communities had the privilege of schooling and learning to read.

"When we went and did questionnaires with various communities on what they needed to know, their leaders identified they wanted to know more about LACs and their role," Catherine said.

"This way, they'll be able to get key information straight from LACs themselves, who'll break down all the terminology, so people can piece it all together.

"We've also spoken about it being a potential resource for interpreters, as they can listen for the terms used and use it as an educational tool."

On top of consultation with community leaders, the project not only incorporates diversity in front of the camera, but also behind it.

Wanting to provide support in as many ways as possible, Anita said the inclusive nature of the project connected with Butanese videographers from 2 Star Filming, who perfectly captured the vision.

"After arriving in Australia about 7–8 years ago, they went off to university and studied, and they want to build up their videographer name," Anita said.

"We wanted to show our support, so we thought filming the project would be a great opportunity for them, and they did such an amazing job."

Catherine said the potential for the project was "huge", with the opportunity to reach such a diverse spread of the wider community.



To view the videos and learn more about Feros Care and the NDIS visit feroscare.com.au/caldvideos

IN GREAT COMPANY

AT FEROS CARE WE CALL OUR VOLUNTEER PROGRAM IN GREAT COMPANY AND FOR ME, THE NAME REALLY FITS. OUR WONDERFUL VOLUNTEERS ARE IN THE BUSINESS OF BEING GREAT COMPANY, AND SO ARE OUR CLIENTS!

In Great Company is all about the people we match together who brighten each other's lives. Both our volunteers and senior clients have such rich, amazing lives and seeing the connections blossom from initially being a bit nervous to meet each other to becoming friends is wonderful!

From bus drivers to yogis, bakers to expert chatters, our 220 volunteers play an important part in the lives of our residents and clients out in the community. And it's a two-way street. The lives of our volunteers are enriched by their interactions with them.

In my role as Program Manager for In Great Company, I'm often contacted by our staff in the community for support for a client. Recently we were able to match a volunteer with a senior going through loss and loneliness. She was in a very sad place, but now she has a regular cuppa and chat to look forward to each week and they have plans to dust off their old paint brushes and start painting together soon!

As you can imagine, COVID-19 put some of our face-to-face volunteering visits on pause. In Great Company pivoted to become more creative in the way we delivered our services.



SUMMER UPDATE

Our volunteers began to reach out to clients via Be Someone For Someone's 1000 Notes of Friendship initiative. This saw volunteers writing letters to vulnerable seniors to let them know that we were thinking of them, and to bring some joy to their day.

I saw the pandemic bring out the best in our team of volunteers – and we became an integral part of the Kindness Warriors team, in line with our Feros Care Values. The goal was to spark joy in the lives of our seniors. Our Kindness Warriors made phone calls for birthdays or sent hand-made cards and completed other beautiful and unexpected acts of kindness.

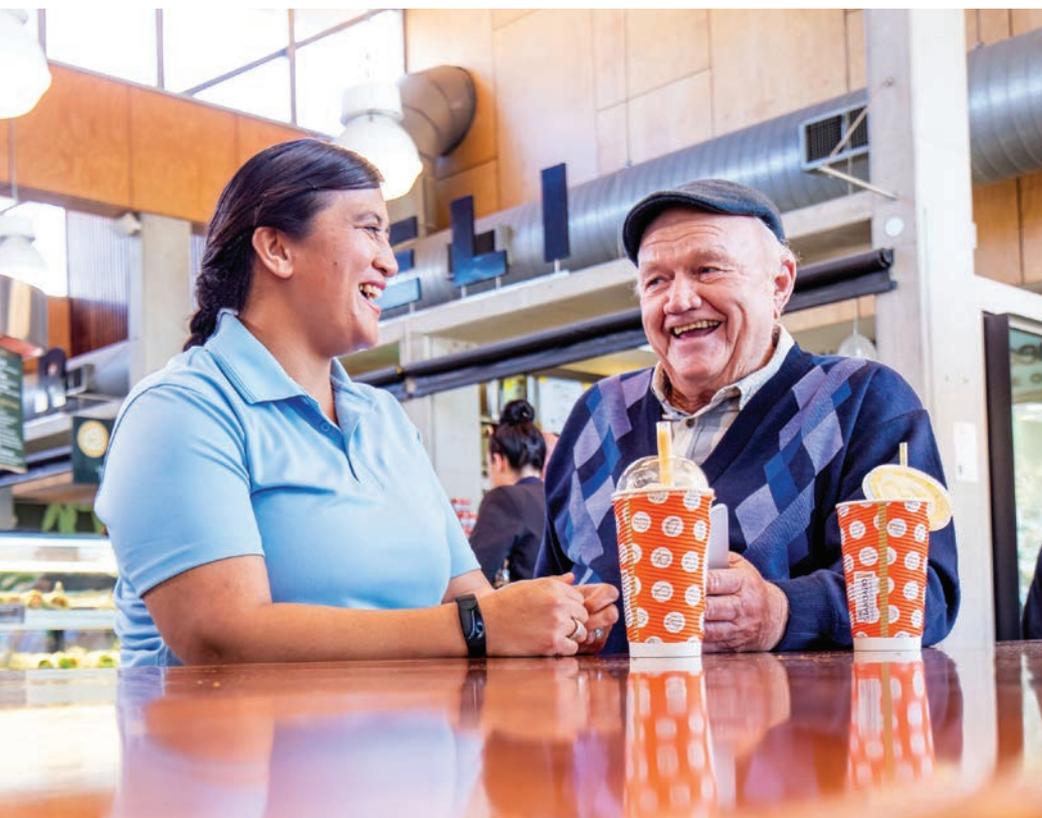
The pandemic has also highlighted the need for volunteers, the need amongst vulnerable seniors for great company. With face-to-face visits coming off pause our focus in the coming months is to grow our army of volunteers to address this need. If you see the value of connecting with seniors and changing lives please get in touch.

INGREATCOMPANY.COM.AU
OR CALL 1300 736 930.

Best regards,

Graeme Williams

**Program Manager,
In Great Company**





IN A DIGITAL WORLD GAIL'S HANDMADE CARDS CONNECT

DESPITE MANY ACTIVITIES BECOMING DIGITISED AND COMMUNICATION OCCURRING IN AN INSTANT, FOR MANY THERE REMAINS A DELIGHT IN RECEIVING A HANDMADE CARD. MAYBE THEY'RE EVEN MORE VALUABLE NOW?

Following an urge to give back to her community, Gail started her volunteer journey with In Great Company in February 2020. She recognised the tremendous need for volunteers, especially during the pandemic.

"A lot of the clients don't have anyone to chat to, and with the restrictions, most family members are unable to visit, making it even harder for those who are socially isolated," she said.

Gail first offered her help with the welfare calls to clients, as a Kindness Warrior, contacting clients to wish them 'happy birthday' or offer condolences after a death of a loved one. These calls are sometimes the only call clients receive, so it can be very uplifting – the highlight of their day.

Gail regularly attends our Tweed Heads office to make these calls and while speaking with clients, soon realised that a lot of them were very lonely and do not have anyone

to speak to. Gail has always been creative; this passion is what inspired her to start making personalised cards to post to clients.

"I always enjoyed anything to do with paper crafts," she explains.

Gail's cards are hand-made with love and care, including a few kind words to bring a smile to those who may not have anyone around. The feedback from clients and staff alike has been amazing. The beautiful gesture means a lot, showing a personal approach and care, which is so important for us here at In Great Company.

Gail has now begun hosting her very own craft sessions through our Virtual Social Centre, an online platform for our clients to participate in workshops from the comfort of their own home. Clients can join Gail in making papercrafts, with lots of

tips and tricks to learn within the 40 minutes each week.

"I keep them nice and easy, so anyone can do it from home, I always try using tools that are easy to find at home, so you don't need to buy anything," she said.

Gail's most recent creative inspiration is postcards with small pouches containing assorted flower seeds. Now clients will not only receive a beautiful handmade card, they can plant the seeds in their garden while enjoying the fresh air and getting their hands dirty.

Through volunteering Gail derives a great deal of enjoyment, knowing she makes a difference in people's lives. So, what's her message to anyone who is considering becoming a volunteer?

"There is always someone who has it worse, so it's easy and great to help."

**WANT TO BECOME A VOLUNTEER AND MAKE A DIFFERENCE LIKE GAIL?
VISIT [INGREATCOMPANY.COM.AU/BECOME-A-VOLUNTEER](https://www.ingreatcompany.com.au/become-a-volunteer)**

BOARD UPDATE

THANK YOU

This year we said goodbye to three long-serving members of the Feros Care board. They've supported and guided the organisation as it grew from strength to strength, and their hands-on approach has been an integral part of our ability to continue to grow the services we offer and the places we care for people across Australia.



STUART GARRETT
Board Member: 1998 to 2020
Chair: 2010 to 2013



ALLEN LIND
Board Member: 2012 to 2020
Chair: 2016 – 2019



DAWN STANDFIELD
Board Member: 2011 to 2020

STUART'S REFLECTIONS

HAVING BEEN ON THE FEROS CARE BOARD FOR MORE THAN 20 YEARS, STUART WAS IN A UNIQUE POSITION TO WITNESS THE GROWTH OF FEROS CARE FROM HUMBLE BEGINNINGS TO WHERE IT IS TODAY. HE RECALLS HIS TIME BELOW.

“My initial contact with Feros Care was through placing my Mum in respite. That evolved to a permanent placement in Byron Bay and eventually she moved to Bangalow. We saw Feros as “family” – embracing, caring, committed.

When I joined the Board, we were a much smaller organisation, but there was a passion, vision, and determination. We set goals, strategised to achieve independence, and planned our path to success.

We won awards and recognition because we were determined, enthusiastic, close-knit and committed to make a difference.

We were nimble, innovative, unconventional and “punched above our weight”. We wanted to change the “shape” and model of care. We recognised opportunities and approached

them with innovation and creative solutions.

Feros Care didn't keep its successes a secret – instead, we shared our experience generously with the industry, so that all could benefit from what we had learnt.

“ WE WERE NIMBLE, INNOVATIVE, UNCONVENTIONAL AND 'PUNCHED ABOVE OUR WEIGHT' ”

As the industry became “tighter” we became smarter, applied innovative IT solutions and spread our

skills outside aged care. As we grew and expanded our footprint, we had bigger visions, stretched goals, and shared strategies, and we achieved much of what we aspired to do.

We have grown from humble beginnings. We have shared and cared, both within and outside our industry. We are respected and acknowledged; our opinions are sought, our counsel is appreciated.

We are Feros Care.



Stuart dressed as a smurf for a christmas celebration.

REVIEWS

BOOK REVIEW

Fruzsina Gal – Digital Marketing Specialist

GHOSTS

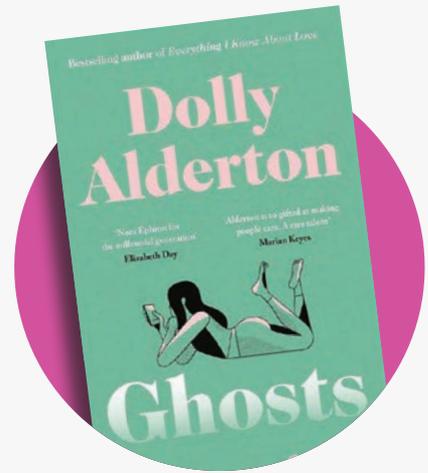
by Dolly Alderton

Ghosts is a much-awaited debut novel by award-winning British journalist Dolly Alderton. It is as much an ode to ageing parents as it is to the inevitable ups and downs in life – whether that's in love, friendships, or careers. The book follows 32-year-old Nina as she struggles with being one of two single women left in her friend group, online dating, and her beloved father's deteriorating health.

The title is layered – this story is filled with ghosts everywhere you look. It's not only the ghost of her father that she has to come to terms with as his dementia progresses, or the

ghosts of online dating, men who say “I love you” and then disappear without a trace, but also the ghosts of memory and the longings for a sense of home that permeates the whole book. The characters are memorable and real, and Nina is an inspirational protagonist.

Ghosts is funny and tender, filled with incisive observations about the transitional nature of life. It explores the passing of time and the changes that must and will come with it – people coming and going, friends moving to the suburbs, caring parents needing care, and finding your old home in a new place.



Dolly Alderton has a way with words and she takes her readers along an authentic ride of family, relationships, memory, and how to live in the now. I loved this book for its honesty, its laugh-out-loud funny observations of modern life, its portrayal of friendship, and the ending which is just as beautifully imperfect as life is.

TV REVIEW

Jacqi Holloway – Marketing Coordinator

LOVE ON THE SPECTRUM (2019, ABC)

With a small but enthusiastic following when it first aired on the ABC in 2019, the movement to Netflix has seen Australian reality show *Love on the Spectrum* gain fans the world over.

And so it should. A warm, loving peek into the lives and loves of everyday Australians with Autism Spectrum Disorder (ASD), the show follows real life people like Michael, Kelvin and Maddi on their search to find love.

The beauty of this show is the lack of artifice and unabashed vulnerability of the characters. You can't help but adore them as you're cheering for them to find the love and companionship they seek. And unlike any other reality show, the producers

aren't looking to create tension and drama.

There have been criticisms – that the show isn't truly representative, that it infantilises its stars – many by people with ASD. I urge you to have a google of some of these criticisms as they will add further to your understanding of ASD.

The mainstream success of the show means the world has become so much more understanding and accepting of what ASD is and how differently it can manifest. As someone who doesn't have a lived experience of ASD or caring for someone with ASD, it showed me the humanity of the characters – it's easy



to think of people in terms of their disability rather than their humanity when you haven't lived it. This is the true strength of the show.

A second season was confirmed in September 2020, and I will be watching as it airs on the ABC. Given the genuine curiosity and kindness of the producers I'm confident that they'll address some of the criticisms where they can and serve up more feel-good, educational TV as they do!

PODCAST IN THE SPOTLIGHT

GROWING BOLD WITH DISABILITY AND UNCLE KEVIN COOMBS, OAM.

A Wotjobaluk Elder, Uncle Kevin Richard Coombs, OAM is an Australian wheelchair basketballer and athlete who competed at 5 Paralympics including the first Paralympic Games in 1960. He was the first Australian Aboriginal Paralympic competitor for Australia.

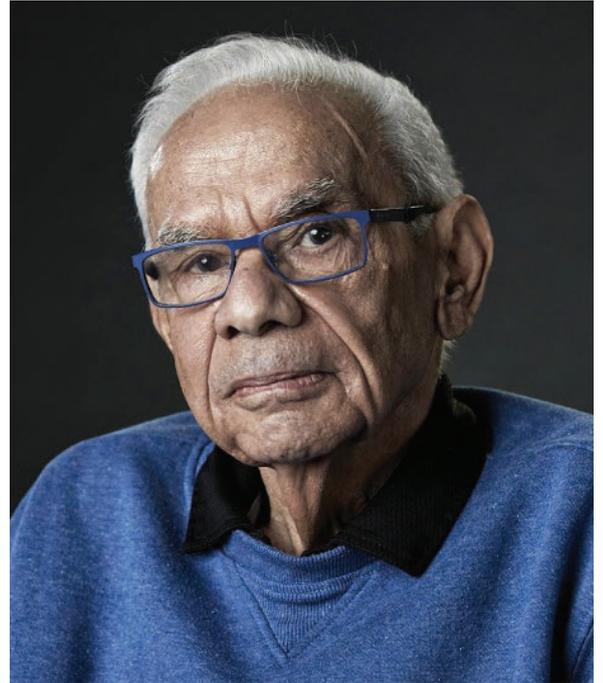
In this episode we discover how Uncle Kevin became a paraplegic, what treatment was available for him back in the fifties and how a

rehabilitation program, which included basketball, changed his life forever.

Uncle Kevin describes what Growing Bold means to him.

“I've always been very confident in what I do. I've always been pretty bold and not backwards about coming forward. If I have something to say I will. If I see something that is out of place or some people doing the wrong thing I'll tell them.”

To listen to this and all the episodes visit feroscare.com.au/podcast



LACS LIGHT IT UP

FEROS CARE'S BOLD APPROACH TO BETTERING LIVES SHONE IN THE SPOTLIGHT AT THE NATIONAL DISABILITY INSURANCE AGENCY'S (NDIA) LIGHT UP CELEBRATING BRILLIANCE ANNUAL AWARDS.

The awards, the NDIA's top-tier of recognition and acknowledgement of the exceptional contributions of individuals, groups or teams saw Feros Care recognised with two "Making the Difference" awards.

True to the NDIS value of “We Aim Higher”, Feros Care's ACT team's willingness to work beyond their hours to support participants and their families and perform consistently above the region's forecast didn't go unnoticed, receiving the highest of praise with the award.

Shining through a strong team culture and a commitment to participant support, Feros Care's ACT team completed 4,600 planning and implementation activities, which was well above the expected workflow in the last financial year.

While Feros Care's team first approach and culture was



recognised on the NDIS' biggest stage, no team is complete without the tireless effort and boldness of special individuals such as Mackay LAC and kindness warrior, Kate Lemke.

Stepping up when it was needed most, Kate, realising the critical impact on the community when COVID-19 effectively closed the Whitsunday region off, made it her mission to keep 1,250 participants safe.

Acting quickly, Kate volunteered her time to negotiate with NDIS providers outside of the region to arrive and assist on the ground or

through providing online access for participants.

Not stopping there, Kate's commitment saw her secure Feros Care laptops for coaching participants in how to access and utilise online services.

Award winners were congratulated through a virtual celebration and Chief Operations Officer – Emerging Portfolios, Jo Field and General Manager – Local Area Coordination, Jo Hayes were both delighted to see Feros Care's staff recognised, which they believed reflected strongly on the fantastic work being done to make a difference.

HR WITH HEART

FEROS CARE TAKES OUT INTERNATIONAL STEVIE AWARD

Feros Care has been internationally recognised as a 'great employer', taking out the Gold Stevie Award for Most Valuable Human Resources (HR) Team.

Judges praised Feros Care's comprehensive response to COVID-19, highlighting its flexibility and great use of planning, preparing and mobilising, and calling the team's efforts "HR with heart".

Feros Care's COVID-19 strategy included the creation of an 'employee engagement and wellness plan' designed to foster resilience, stress



management and wellbeing; as well as identifying 'at risk' staff to provide alternative workplace options, ensuring everyone maintained employment during the crisis.

The Stevie Awards for Great Employers recognise the top

employers, HR professionals, teams, achievements and HR-related products and suppliers.

Feros Care was selected from 700 nominations representing 23 nations. Winners will be celebrated at a virtual awards ceremony in November.

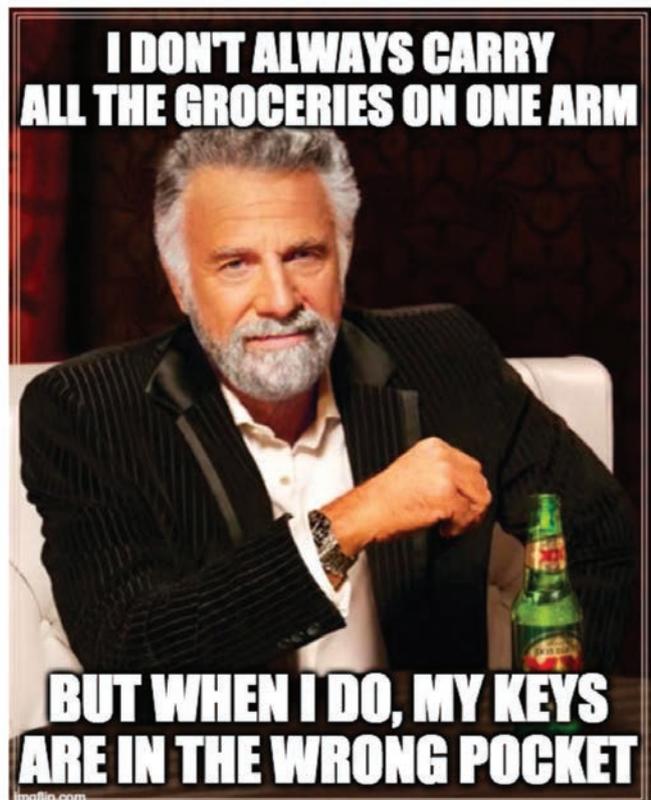
REPRESENTATION MATTERS

K-mart launched a line of fashion dolls with visible disabilities in 2020.

John Gualtieri, Kmart Retail Director Australia & New Zealand says, "It's so important for kids to see toys and dolls with disabilities; to have them play in their imaginary world and then normalise it for real life." We couldn't agree more.



MEME CORNER



UPDATED DICTIONARY

Another small selection of new words and senses coming into the English language.

LOWKEY – secretly, not too enthusiastically liking something – eg I'm lowkey excited about the holidays.

YEET – said when throwing something at high speed.

CRAFTERNOON – a delightful afternoon spent in handmade crafts.

SHARENT – a parent who shares lots of photos and information about their child on social media.

BRAIN GAMES



FEARLESS WORD SEARCH

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

FEARLESS
 BOLD
 BRAVE
 COURAGEOUS
 UNINTIMIDATED
 UNAFRAID
 UNFLINCHING
 INTREPID

VALIANT
 AUDACIOUS
 ADVENTUROUS
 CONFIDENT
 DARING
 DASHING
 PLUCKY
 INDOMITABLE

SUDOKU CHALLENGE

BEGINNER

		1	
		2	3
3	2	4	
	1		2

INTERMEDIATE

	1			
	3	6	4	5
	6			2
5		3		4
		2		5
				4

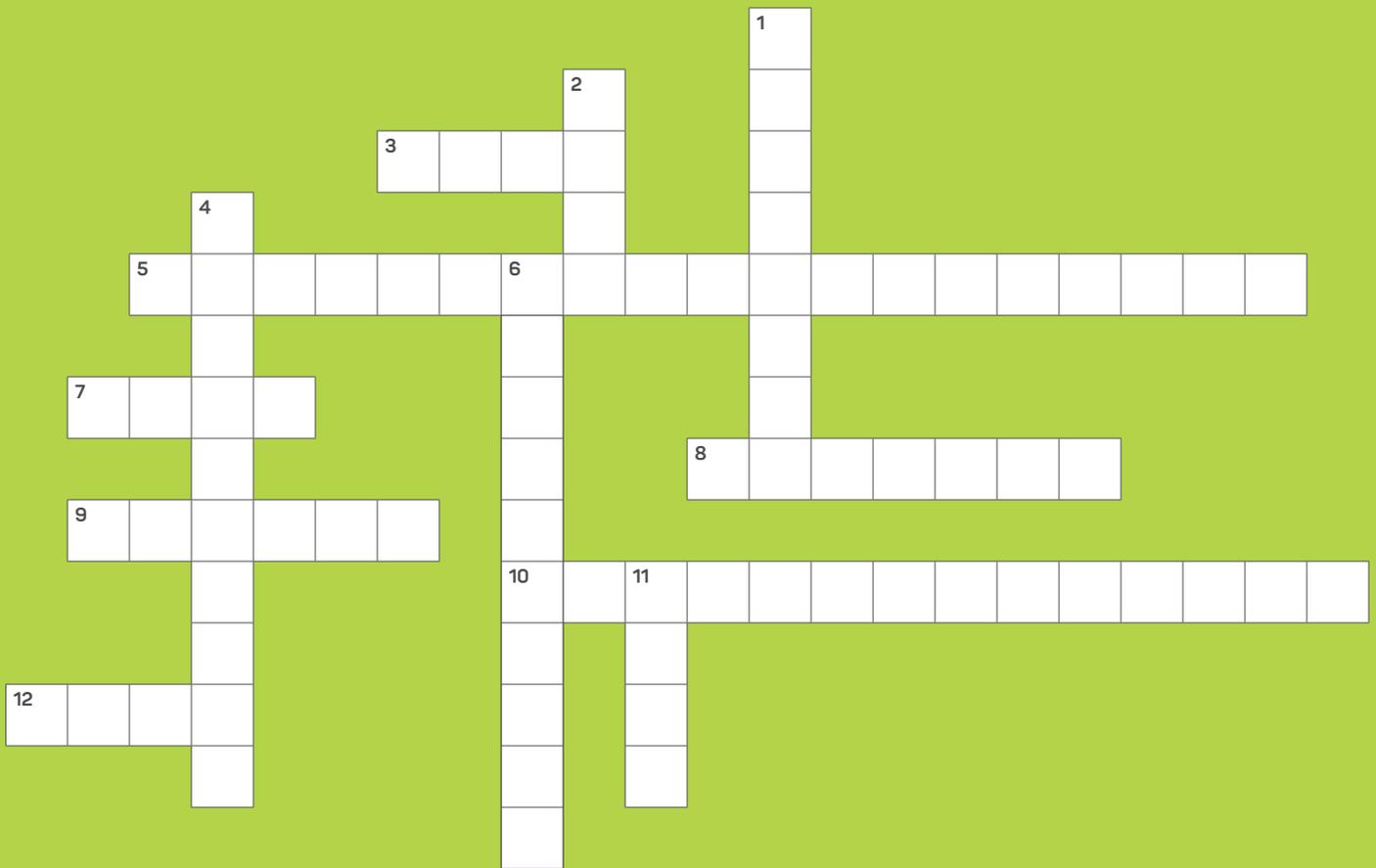
ADVANCED

8		9	3		6	7	5	4
4		6	9		8		2	3
		2		7			9	8
		5	8		1		7	9
	4		7	6	5	2	8	1
	8			9	3			
	9			1	2	5		7
2				8	7	9	3	6
7	6	4	5	3		8	1	

7	6	4	5	3	9	8	1	2
2	5	1	4	8	7	9	3	6
3	9	8	6	1	2	5	4	7
1	8	7	2	9	3	4	6	5
9	4	3	7	6	5	2	8	1
6	2	5	8	4	1	3	7	9
5	3	2	1	7	4	6	9	8
4	7	6	9	5	8	1	2	3
8	1	9	3	2	6	7	5	4

BEGINNER INTERMEDIATE ADVANCED SOLUTIONS:

CROSSWORD

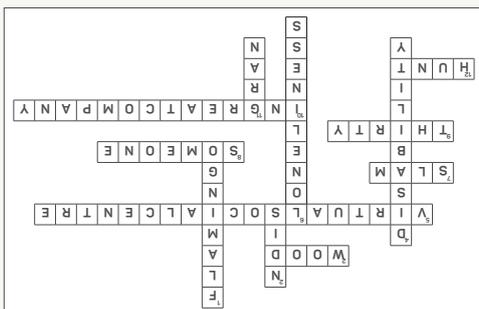


DOWN:

1. A pink bird
2. The acronym for the National Disability Insurance Scheme (1,1,1)
4. Grow Bold with _____ Podcast
6. We're fighting it
11. Ask _____ Not Google

ACROSS:

3. Stone and _____ Brewery
5. A program that connects you when you can't be face-to-face (7,6,6)
7. A type of performance poetry
8. Be _____ For Someone
9. How many years of service Feros Care has given
10. Our volunteer program (2,5,7)
12. The last name of a soul singer who performed on the Virtual Social Centre



NOIUNOS



THANK YOU TO OUR FEROS CARE KINDNESS WARRIORS

**YOU ARE AMAZING.
WE ALWAYS KNEW IT - BUT YOU'VE OUTDONE YOURSELVES IN 2020!**

From our staff in the community – Community Support Workers and Residential Staff who made sure our clients were safe and cared for, Local Area Coordinators who adapted to the 'new normal' and made sure their participants plans were uninterrupted – to our teams supporting them, and our volunteers – you have done us proud.

If you feel the same, please feel free to give a shout out and a thank you to one of the team! Email marketing@feroscare.com.au, visit our facebook page, or send them a card.