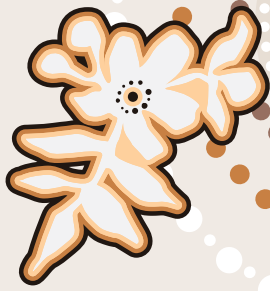




ANNUAL REPORT

**FEROS CARE GROUP
2019-2020**

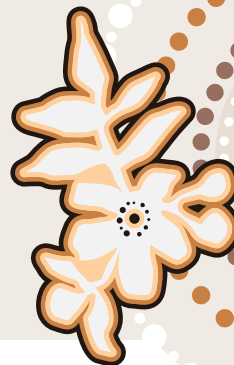




ACKNOWLEDGEMENT OF COUNTRY

Feros Care acknowledges all Aboriginal and Torres Strait Islander people as the First Nations peoples and we recognise their culture, history and connection to the land, sea, and sky. We acknowledge the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders past, present and emerging. We extend that respect to our Aboriginal and Torres Strait Islander staff, clients, partners, and stakeholders.

Danny Eastwood



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CHAIR AND CEO REPORT

IT IS A GREAT PLEASURE TO PRESENT THE 2019–20 ANNUAL REPORT FOR FEROS CARE, IN GREAT COMPANY AND BE SOMEONE FOR SOMEONE.

The Board, executive staff, management and volunteers can be exceptionally proud of their achievements this year – of which there are many.

But first, we want to acknowledge and thank the three members of the Feros family who are retiring from our Board of Directors.

Stuart Garrett, who joined the Board 22 years ago, was Chair from 2010 to 2013 and also served as Chair for the Governance and Remunerations Committees; Dawn Standfield, who was appointed to the Board in 2011 and has been Deputy Chair from 2015 till today, and Chair of the Nominations Committee; and Allen Lind, who took over the reins as Chair from 2016 to 2019, joined the Board in 2012 and who has been Chair of the Audit, Risk Committee.

We thank them for their honest, ethical, effective and unselfish commitment to both Feros Care and the Board.

This year we have experienced an enormous amount of change and challenges but, in true Feros-style, we have used the opportunity to innovate, to lead and to grow.

The incursion of COVID-19 into a world of Royal Commissions, underfunding, increased scrutiny and financial performance have emphasised the need for effective, transparent governance in the provision of increasingly complex services.



COLIN McJANNETT
Chairman of the Board



JENNENE BUCKLEY
Chief Executive Officer

It is a remarkable year in which the focus on the facts and solutions has been vitally important to the success of Feros Care. It is evidenced in the Board holding special meetings to address:

- a.** The outcomes of the interim report from the Aged Care Royal Commission;
- b.** The impacts of COVID-19 and management's preparedness to address the impacts;
- c.** The long-term viability of Feros Care to ensure it is fit, robust and able to effectively respond to future developments.

While it is services that we provide; it is people that we rely on. Our people achieve their best life's work at Feros Care every day. They truly are game changers.

We're proud to represent diversity and inclusivity at Feros Care. This brings energy, creativity, fresh ideas, wisdom, experience, and resilience. As a result we are able to better service our customers because of the lived experiences of our people: the Silent Generation, Baby Boomers, Generation X, Millennials and Generation Z.

In June we reached an important milestone – from 1990, when we had 40 residents in our first aged-care village; three decades of service delivery in the community to today, supporting more than 60,000 people across Australia. It gave us an opportunity to reflect on our values, remember our roots and look to our future.



Feros Care were proud to support the Feros Feeds program throughout 2019/20.

We have had the privilege of caring for 229 wonderful residents across our three residential villages in 2019/2020. Our residents and staff in Bangalow, Byron Bay and Wommin Bay create lively, positive homes where pets, family and friends are welcomed - although some months were particularly challenging during pandemic restrictions.

When COVID-19 hit, we banded together like never before and worked tirelessly to ensure our staff and clients stayed safe and connected during challenging and unprecedented times. Some of our initiatives included:

- a.** Switching to virtual services for nursing and allied health.
- b.** Increased funding to support seniors in staying connected in their own homes through the Commonwealth Home Support Program Flexible Funding.
- c.** Expanding our Virtual Social Centre to include increased classes and programs and flexible funding.
- d.** Mobilised our Be Someone For Someone team to create initiatives including 1000 Notes of Friendship and Let's 5 Loneliness.
- e.** Piloting our 'In Great Company' program to reach people virtually.
- f.** Increased training for staff, provided Personal Protection Equipment and created and conducted COVID-19 Safe Training.

- g.** Provided alternative workplace options ensuring everyone stayed employed.
- h.** Increased safety for our village residents was paramount. Our team and a group of dedicated volunteers worked 7 days a week to support residents, staff and visitors with COVID-19 screening and assisted our residents to use technology to connect with their families.

We continued to support 16,814 participants of the NDIS through our Local Area Coordination Service in Townsville, Mackay, ACT, Northern Adelaide and Barossa, setting and achieving their goals to improve their quality of life and ability to participate in the community.

In addition, we effectively provided, developed and enhanced:

- 1.** Community capacity to create more inclusiveness for people living with disability, including our new Grow Bold with Disability Podcast. These projects are designed to address barriers that may hinder inclusion and to create more accessible and connected communities.
- 2.** Our Aged and Community Support team of 234 staff and 559 service partners provided 322,207 hours of support to seniors across Australia through private services and Government-funded programs.



The Be Someone For Someone Launch was a major achievement for 2019/20.



Mardi Gras celebrations in the Business Centre.

3. Our digital health programs continued to lead the way in a number of new and expanded innovations to improve the health and lives of seniors and people living with disability.
4. We relaunched the Virtual Senior Centre to the Virtual Social Centre (VSC) program which accommodates virtual connections for seniors and those living with a disability virtually. The VSC played a particularly important role during the pandemic, providing the connection needed by those who were socially isolated.
5. As part of the relaunch of VSC we unveiled our brand new state-of-the-art production studio.
6. Let's Get Technical (LGT) was introduced to empower seniors to use the internet in everyday life, such as online banking, online shopping, accessing government services, uber, social media, facetime and entertainment.
7. In addition, the Smart Home Modifications program utilizes Google Home and smart technologies to create dynamic home environments with tools like voice-activation, robot vacuums, mops, security, and home automation.
8. The MyFeros Client portal which reached 1,000 users and almost 350 client representatives who are typically family members taking an active role in the management of their loved-one's care. This continues to evolve with new functions added to support seniors in their homes to manage their packages.

9. 'In Great Company' links people with, or waiting for, a government-funded Home Care Package with a volunteer visitor for regular one-on-one help, in-home visits, social outings, group activities, virtual community sessions or social phone calls. COVID-19 was a challenge and put a pause on face-to-face visits. We had to get creative and introduced 'Kindness Warriors' - a team of selfless people who made phone calls and sent hand-made cards to some of our most vulnerable seniors. We can't thank them enough for their contribution.
10. Feros Care launched a charity, 'Be Someone For Someone' (BS4S), in November 2019 dedicated to tackling the growing devastating impacts of the loneliness epidemic in Australia, along with community campaigns including The Connection Project and The More The Merrier. Its launch couldn't have been more timely, with the COVID pandemic forcing more people into isolation than ever before. BS4S was able to provide support to those in need.

Feros Care's mission to smash stereotypes around disability and ageing, continues to see us create show-stopping projects that put seniors in the fore and generate media attention that amplifies our messages and furthers our cause.



One of our Kindness Warriors, Gail MacTavish making handmade cards for clients.



Ask Gran Not Google proved to be hugely popular with 35,141 school students participating in the program throughout 2019/20.

In 2019/2020, we also saw a host of exciting and creative projects:

- Gran Slam – a slam poetry project for seniors that culminated in a performance at the Byron Writers Festival.
- Intergenerational Choir – Feros Village Byron Bay and the neighbouring kindergarten produced a heart-warming musical performance.
- Ask Gran Not Google – children put down their devices and seek the wisdom of seniors.
- Grow Bold with Disability Podcast – as part of our commitment to normalise disability and amplify marginalised voices, we created our own podcast. A series featuring people of different abilities who are living healthy, socially-connected and fulfilling lives. So far it's had over 10,000 downloads and been featured on ABC Radio and Channel Seven's Sunrise.

AWARDS

We are proud to have again been recognised nationally and internationally this year for our work and innovation:

- Global Ageing International Award for Excellence in Ageing Services presented to Feros Care in Toronto, Canada
- Aged & Community Service Australia's Regional Provider of the year

- Future of Ageing Community Engagement Award – Grow Bold Campaigns – Winner
- Future of Ageing Technical: Health and Wellbeing Award – Virtual Social Centre – Finalist
- Customer Experience (CX) Awards Best Use of Technology to Revolutionise CX Award – MyFeros Portal Google Voice Activated Assistance – Winner
- Ministerial Advisory Committee on Ageing (MACA) Awards Advertising Award – Fearless Films – Finalist

Of course, none of these achievements, awards, milestones or outcomes would be possible without such an incredible team of people who live and breathe Feros Care's ethos of 'people caring for people'. We are so proud of, and grateful for, our executives, managers, staff, volunteers and Board.

On behalf of the Board, we thank and acknowledge each and every one of you for your valued contribution, making a significant difference and empowering people to live better, bolder and fulfilling lives. Your dedication, resilience and commitment are improving the lives of people across the country.

Colin McJannett
Chairperson
Feros Care

Jennene Buckley
Chief Executive Officer
Feros Care



The Grow Bold with Disability Podcast Launch was a great success.

Grow Bold with Disability Podcast host
Pete Timbs and co-host Tristram Peters.





ONE ABOUT FEROS CARE

1.0 ABOUT US

We're Feros Care. And what we care about most is helping people live bolder lives. Healthier. Better connected. More active. More fulfilling.

We don't just want you to live. We want you to dream. To get your feet wet and your hands dirty. To laugh, have friends, be happy. To have ambitions, passions, plans.

We call it growing bold and for over 30 years, we've been making it real, both for older Australians and those living with disability. We can support you in many ways and with many services. We can help with residential aged care, home care, accessing the National Disability Insurance Scheme, veteran's services, community care, or getting you back on your feet after a hospital stay.



1.1 OUR MISSION

At Feros Care, we have the privilege of supporting seniors and people living with disability who are determined to squeeze the most from every day.

People who live by the daily mantra of get up, get out and do the things that bring them joy.

We don't conform to people's pre-conceptions about age or ability. In fact, we want people to think again about how they see and talk about care.

We call it Growing Bold.



1.2 OUR CORE VALUES



GAME CHANGERS

Innovators not imitators. We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.



TRIBAL SHAPERS

Together we thrive. We bring our "A" game every day. We work to build a great culture and communities where everyone matters.



DREAM MAKERS

Powered by possibility. We create a place where our customers' wildest vision of what's possible comes to life.



VIBRANT CREATORS

Positive and playful. We don't fit in, we stand out. Our energy is electric, our people are passionate and our purpose is real.



KINDNESS WARRIORS

Committed to care. We give our time, energy, integrity and knowledge, but above all we give our hearts.

1.3 OUR CARE PRINCIPLES

PRESERVING DIGNITY

The life experiences of all people are valued and deserve respect.

PROMOTING HEALTHY AGEING

Focus on ageing as a positive experience involving the mind, body and spirit.

EMPOWERING LIFESTYLES

Empowering people to live the way they want by offering service choices.

ENCOURAGING INDEPENDENCE

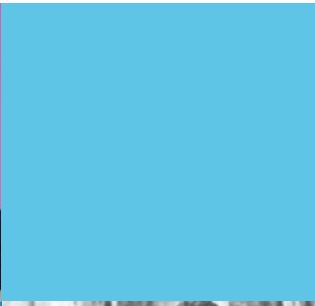
People's rights to self-reliance are encouraged by whatever means possible.

INVOLVING FAMILY AND FRIENDS

Involvement of extended family and close friends at every opportunity.

COMMUNITY CITIZENSHIP

People are encouraged to remain active participants in their community.



CELEBRATING 30 YEARS



1.4 CELEBRATING 30 YEARS

FEROS CARE HAS ALWAYS BEEN ABOUT PEOPLE

From humble beginnings caring for 40 village residents in Byron Bay, to supporting more than 60,000 people across Australia, Feros Care has transformed itself and the aged care industry over three decades of service.

After first focusing on growing the villages to stabilise the organisation financially, Feros Care diversified to become a multi-regional provider of community-based aged care, winning competitive bids to grow into new regions across Australia.

Harnessing its agility, Feros Care became one of the first community-based organisations in the country to centralise its care operations and create a virtual office model, allowing it to mobilise services quickly and with little investment in bricks and mortar.

An early foray into emerging Telehealth services in 2009 and the adoption of early-generation smart home technology meant Feros Care was poised to better support community-based clients through the delivery of in-home care and wellness programs that improved people's lives and enhanced their independence.

"This set us on a road of digital innovation that has really helped Feros Care stand out from a very crowded marketplace and emerge as leaders in innovation," says Jennene Buckley, Feros Care's CEO since 2000.

As Feros Care continued to reinvent itself, it began diversifying to remain competitive and secure the organisation's longevity, moving from its sole focus on aged care to encompass other areas such as disability, and establish itself as a provider of 'people care'.

Branching out to develop new ways to support people, Feros Care has launched initiatives such as its foundation to tackle loneliness, Be Someone For Someone; its volunteer arm, In Great Company; and a suite of digital health programs, including the Virtual Social Centre, Staying Healthy Living Well, and Let's Get Technical.

"At our core, we have always been about caring for people and helping them live their best life," says Jennene.

"We now care for people aged seven to 103+, providing everything from aged care and chronic illness



management to disability support as partners in the community for the National Disability Insurance Scheme (NDIS)."

As Feros Care moves into its next 30 years of service, it reflects on its enduring culture and ethos of community service and commitment to care.

“ OUR CLIENTS ARE ALWAYS AT THE CENTRE OF OUR MISSION, STRATEGY, OUR RENEWAL AND OUR FUTURE

"Our clients are always at the centre of our mission, strategy, our renewal and our future," says Jennene.

"Our incredible team are dedicated to improving the lives of every senior and person with disability in the country – not just through the delivery of exceptional care, but by changing perceptions of age and ability and smashing stereotypes to create a more inclusive community.

"It is an exciting future made possible by a strong 30-year foundation and a team of incredible people committed to the same mission our founder George Feros embarked on in the 1960s – to care for others."

1990

Feros Village Byron Bay opens. A low-care, cottage style facility, it is home to 40 residents.



My parents actually lived here when it first opened. Dad was 90 when he had a little fall...we looked in the local newspaper and there was a story about this place opening. That was a Saturday and the next day we drove here and they were cleaning up from the opening celebration.

HUGH WEBSTER
CURRENT FEROS VILLAGE
BYRON BAY RESIDENT



2000

Feros Care first provides care in the community, delivering Community Aged Care packages in Byron Bay. Today we provide this care in communities across the eastern seaboard – from Tasmania to Northern Queensland.



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.

STUART GARRETT
CHAIR 2010 – 2013
BOARD MEMBER 23 YEARS



2012

Feros Care takes over the ownership and management of Wommin Bay Hostel – now known as Feros Village Wommin Bay. The village is a home to 40 residents.

I started at Feros Care as a young volunteer. I’ve had many opportunities to learn and grow, being able to care for our community. The team is like an extended family.

TOBY TAYLOR
OPERATIONS SUPERVISOR
RESIDENTIAL VILLAGES

1990

1997

2000

2008

2012



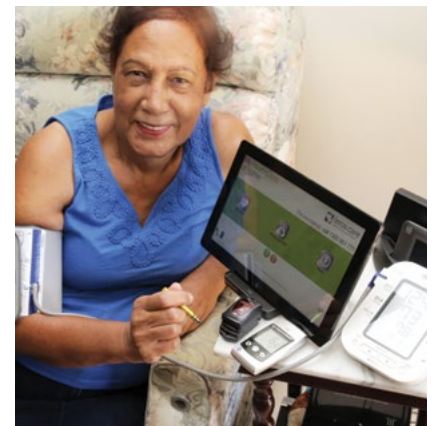
Feros Village Bangalow opens. Originally providing care to 30 residents with higher care needs, by 2007 it was home to 64 seniors.

After several successful years we were in a position to build what George always wanted, a nursing home, albeit in Bangalow.

SHIRLEY NELSON
CHAIR 1990–1998
BOARD MEMBER 34 YEARS
LIFE MEMBER



Feros Care’s Lifelink Telehealth service is launched. This marks the start of Feros Care’s exciting journey to enhance our clients’ lives by making use of innovative technologies. Today, as well as Telehealth, we offer a Virtual Social Centre, technology training and the award-winning MyFeros portal that seamlessly links with Google Home.



Feros Care was well-placed to take advantage of the emerging opportunities in the aged care sector, particularly in home care services. While never losing sight of its primary purpose as a care provider, Feros became an innovator, building a reputation for the enhancement of care through technology.

TERRY HAND
CHAIR 2013–2016
BOARD MEMBER 6 YEARS



1997

2008

2020

REFLECTIONS

Our clients are always at the centre of our mission, strategy, our renewal and our future.

JENNENE BUCKLEY
CEO

Feros Care is growing with the times and growing into what it needs to be. The future for aged care is more than just nursing homes. I'm nearly 90 now and I am happy living at home and receiving a few services from the Feros fellas to help me stay independent.

KEITH CASTLE
CHAIR 2003-2010
BOARD MEMBER 15 YEARS

I'm sure Feros Care will enjoy further success by continuing to manage changes and challenges in the aged sector, retaining its culture, values, mission and purpose, and being supported and guided by a committed, professional Board.

ALLEN LIND
CHAIR 2017-2019
BOARD MEMBER 8 YEARS

During my connection with Feros Care it's been evident that the staff and executives are focused on caring for people. This mission has not changed, however Feros Care has, in that there has been significant growth in its footprint, as well as in the range of services it provides.

COLIN MCJANNETT
CHAIR 2019 - CURRENT
BOARD MEMBER 7 YEARS

George would not be able to comprehend Feros Care as it is today. We started from very humble beginnings but our philosophy has always been that in whatever we did, caring for the aged and disabled would be foremost in every decision. It has been our guide and ensured we've never lost sight of this mission.

SHIRLEY NELSON
CHAIR 1990-1998
BOARD MEMBER 34 YEARS
LIFE MEMBER

2017

Feros Care now supports people aged from seven to 103 when it is appointed the Local Area Coordination (LAC) partner for the National Disability Insurance Scheme (NDIS) in Mackay – quickly followed by Townsville, the ACT, Northern Adelaide and the Barossa region.



As one of the first members of the LAC team at Feros Care, I felt very proud to be part of a team that was going to help make people's lives better. At Feros Care we're part of something bigger.

KIM BARTOLO
ASSISTANT SERVICE AREA MANAGER,
LAC MACKAY



happy home to 70

*re 17 years ago, as a
been given lots of
n and grow all while
r people from my own
n and our residents are
ily.*

SOR,
S



2015

2017

2019



Feros Care is contracted to provide Regional Assessment Services for My Aged Care in 15 regions across NSW and QLD. This helps more seniors stay happily and safely in their own homes.

It was a very exciting time in our history. In a small amount of time we were able to make a big impact on thousands of people's lives.

MICHAEL SCURRAH
GENERAL MANAGER,
ASPIRE4LIFE



Be Someone For Someone – Feros Care's charitable initiative – was launched. With the goal of tackling loneliness head on, it's finding ways to address the growing issue of loneliness in Australia and help people of all ages live happier, healthier lives.

At Feros Care we see first-hand the effects of loneliness. We started Be Someone For Someone so that together, we can address loneliness so people can live healthy, connected lives.

JO WINWOOD
HEAD OF BE SOMEONE
FOR SOMEONE



2015

2019



THREE ORGANISATIONAL SNAPSHOT

2.0 ORGANISATIONAL SNAPSHOT

7-103
CLIENT AGE RANGE

24,299
PEOPLE SUPPORTED

60
LANGUAGES
SPOKEN BY STAFF

360,949
CALLS WITH CLIENTS
AND PARTICIPANTS



OUR FOOTPRINT

From our beginning more than 30 years ago in Byron Bay, we've grown to care for people in our communities from Townsville to Hobart, and Adelaide to the ACT.





FOUR OUR CUSTOMERS

3.0 OUR CUSTOMERS

We make a difference to the lives of our customers in big, small and bold ways! Aged from 7 to 103 years, they're a unique and diverse cohort. The unique services we provide help them to live their version of a bold life.



3.1 OUR COMMUNITY CLIENTS



51-103

CLIENT AGE RANGE



252,465

COMMUNITY SERVICES DELIVERED



322,207

HOURS OF COMMUNITY SERVICE



232,995

CALLS WITH CLIENTS

CLIENT STORY

PENNY'S FOUND FREEDOM IN INDEPENDENCE

WHEN PENNY PRITCHARD RETURNED FROM HOSPITAL AFTER BEING ON LIFE SUPPORT, SHE QUICKLY FOUND HERSELF IN NEED OF EXTRA CARE.

"I couldn't do anything at all and it was too much for my husband who was still working," says Penny.

"Even though I've now recovered somewhat, without carers, I just wouldn't be able to live a life."

A resident of an over-50s village, Penny is a huge advocate for in-home services and particularly Feros Care.

"There are some elderly people who live here who are too proud to have carers but I tell them how wonderful they are and how they give me the physical and emotional support to live my life," says Penny.

"Independence is the hardest thing to have to give up, but finding the right help has given me my freedom.

"There are people I know who complain about their providers and I say "go to Feros!"

"They look after their staff, they look after their clients and they think outside the box and go beyond what other providers do."

Feros Care's innovative technology is a plus for Penny



who manages her services using the MyFeros Portal and is an active member of the Virtual Social Centre (VSC).

"I love the portal. If I think of something late in the evening, I can just write a message for Mallory or Sue and they'll deal with it in the morning," says Penny.

"It's a very useful system that I think every provider should offer their clients – it's a big time saver.

"The VSC is another thing I love about Feros. It's opened up my world.

"I really enjoy the outings – like the Toowoomba Flower Festival and the Swell sculptures. I can't get to these things any longer but I can sit here in the comfort of my home and watch it all.

"It's also been great with Covid. I know it's not the same always sitting on a screen but at least it lets you know that life is still going on around you; that there's more than four walls."

READ THE FULL STORY [HERE](#) OR VISIT [FEROSCARE.COM.AU/MEET-PENNY](https://feroscare.com.au/meet-penny)

3.2 OUR AGED CARE RESIDENTS



229

RESIDENTS CARED FOR



150

RESPIRE ADMISSIONS



85

RESIDENT AVERAGE AGE

RESIDENT STORY

FRIENDSHIPS BREW BETWEEN BEER MAKERS AND SENIORS

THE KARAOKE MACHINE BELTED OUT EVERYTHING FROM FRANK SINATRA TO BRITNEY SPEARS AS FEROS CARE VILLAGE RESIDENTS AND LOCAL BREWERY WORKERS JOINED TOGETHER FOR A DAY OF SINGING, DANCING AND FRIENDSHIP.

The Stone & Wood Brewery team volunteered their time and donated beer to brighten the day of residents at Feros Village Wommin Bay.

The young volunteers were paired up with seniors on a trip to the beach – walkers, wheelchairs and all – before enjoying lunch and ‘happy hour’ back at the village.

Feros Village Wommin Bay Positive Living Assistant Lisa Burnie said the Stone & Wood team were so genuine in their interactions that they had already made plans to return.

“The Stone & Wood team brought a huge injection of energy and good vibes and our residents are still buzzing from it,” she said.

“It was just beautiful to see a big wave of youth breathe new life into place.





“Some of the team made such genuine connections that they have planned to come back and see the residents one-on-one.

“It’s more than just a day, it’s going to be something that’s ongoing. For the residents, knowing that they’ve made new friends gives them a sense of purpose and something to look forward to.

“We just can’t thank Stone & Wood enough for choosing to give up their time to visit us and encourage all companies to do the same with their local aged care village.”



Feros Village Wommin Bay resident Ruth Nugent said the volunteers brought ‘so much love’.

“They bring their love and their help and make us feel happy. We appreciate them so much,” she said.

Stone & Wood Communications and Community Engagement Manager, Jasmin Daly said her team got more out of it than they put in.

“We left the Feros Village on Thursday with full hearts. The

team got so much out of spending time with the residents and I feel like they did too. We’re all inspired to continue doing it,” she said.

“We volunteer because this is a part of who we are. Supporting the community and giving back have been intrinsic to who Stone & Wood is from the beginning and enabling our team to get out there and do it is important to us.

“We’re conscious of not making these days tokenistic and that’s why we want to work with not for profits to build meaningful relationships and for our team to support them in the ways they need it.”



3.3 OUR NDIS PARTICIPANTS



16,814

PARTICIPANTS SUPPORTED



7-65

PARTICIPANT AGE RANGE



127,954

CALLS WITH PARTICIPANTS



139,208

HOURS OF SUPPORT



14,120

PLAN REVIEWS

PARTICIPANT STORY

BRENT'S STORY

AS TOLD BY BRENT'S AUNTIE, MICHELLE HOOKE, CEO OF GIRUDALA COMMUNITY CO-OPERATIVE SOCIETY LIMITED, BOWEN. MICHELLE SHARES BRENT'S STORY WITH THE HOPE IT WILL ENCOURAGE 'ALL HER MOB' TO ACCESS NDIS SUPPORTS.

ABOUT BRENT

Brent is a proud Mitacoodi and Australian South Sea Islander man who was born with an intellectual disability. Brent is a loved and celebrated member of the Hooke family, cared for by his grandmother (Michelle's mother) from an early age. He attended school through to Year 12 in Bowen, and was in supportive classes during high school.

When Brent finished Year 12 he had a normal transition from school to support services, attending Bowen Flexi Care Disability Support Services. Brent knows he has to get up each morning and to go to work each day, just like everyone else! He knows he has to earn the money that gets put into his bank account.

Brent has a very sunny and happy disposition, and everyone in the Bowen community knows and looks out for him – especially all the Aboriginal and Torres Strait Islanders and South Sea Islanders. He rides his pushbike around town and everyone gives him advice on the road rules to make sure he is safe. Brent loves going to church – he attends many different churches as he will go to the church of whoever picks him up to take him there!

When his grandmother was moved to a nursing home due to her dementia, Brent, now in his 30s became essentially homeless. His aunties started looking out for Brent, however this was hard for him. His grandmother had been at home with him every day, and his aunties worked full-time so Brent found the change difficult. After some months Brent had made up his mind that he did not want to live with them. He wanted to live on his own.





BRENT'S CHOICE

It was around this time that the NDIS was getting started. Brent's family hadn't heard of the NDIS previously, but wanted to learn more as they realised that it would allow Brent to choose what he wanted to do, with a little support from them. To their excitement they learned that there was a lot of support through the NDIS to allow Brent to realise his dream of living on his own.

Brent attended his first meeting with his Auntie Michelle. Michelle stayed quiet during the meeting and let Brent do all the talking because she knew the choice of what he wanted to do with his life was Brent's to make. He was very clear he wanted to live on his own.

Michelle and Brent's family also recognised that they were no longer young people. They had to think of Brent's future and not 'be selfish and keep him under our wing' so when they eventually pass on he will not be left on his own with no help.

Brent's NDIS plan allows for a support worker to be with him 24 hours a day, 7 days a week. He and a mate from Bowen Flexi Care Disability Support Services live in separate but adjoining units, sharing their support worker, as well as day to day things like chores and meals.

Brent has achieved his goal of living independently!

REFLECTIONS

Michelle says that Brent has 'just blossomed' under the NDIS. His family feel that he has grown up. They feel they may have molly coddled him a little previously, doing lots of the talking for him. Since he has lived on

his own they've noticed he is more social and can have a conversation – rather than just giving a yes or no response.

They are very proud of how helpful he is in the supported accommodation complex he lives in, which has elders living there too. He takes care of weeding in the garden, and takes care of wheelie bin duties for all the residents of the supported accommodation complex.

Michelle recognises that Brent's NDIS journey has been made easy because he was born and diagnosed with an intellectual disability. 'He was already in the system when NDIS came along, so it was a lot easier for Brent than for our mob who are not diagnosed'.

The message Michelle wants to get across is "Don't give up on your NDIS journey – there is light at the end of the tunnel. NDIS is a beautiful thing for people with a disability, whether intellectual or physical. NDIS is a great benefit for families".



This story has been published in partnership with Feros Care and Girudala Community Co-Operative Society Ltd, as part of the Mackay & Regional Aboriginal and Torres Strait Islander Pathways Project.

Artwork elements by Danny Eastwood.



Delivering the NDIS in your community





FIVE OUR PEOPLE

4.0 OUR PEOPLE

Our people are our greatest asset. For our clients and their loved ones, competent and compassionate care is everything. It's everything for us too. Our staff see working so closely with our communities as a privilege and an honour.

VALUES ROADSHOW

With the launch of our new values, the Organisational Development Team took to the road to share them with our tribe. 67 sessions were held across QLD, NSW, VIC, SA and the ACT. The sessions help our team to bring our new values to life.



WATCH THE VIDEO ▶

Click the image above or visit https://youtu.be/k_X75exAK8g to watch the video.

4.1 OUR WORKFORCE STATISTICS AND DEMOGRAPHICS

Everyday our people achieve their best life's work. They truly are game changers, tribal shapers, dream makers, vibrant creators and kindness warriors. Here's a snapshot of our workforce in 2019/20.



1,068
STAFF

60
LANGUAGES SPOKEN
BY STAFF

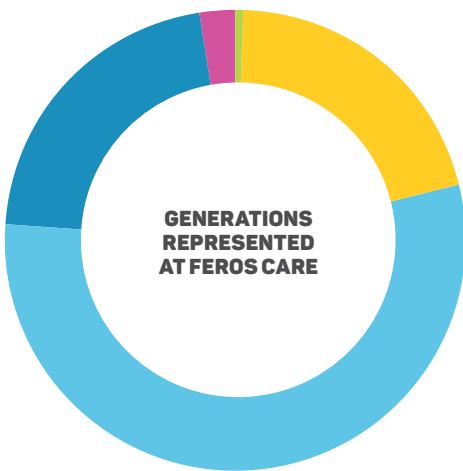
36
DIFFERENT
NATIONALITIES

1.7%
STAFF IDENTIFY AS ABORIGINAL
OR TORRES STRAIT ISLANDER

4.9%
STAFF IDENTIFY AS
HAVING A DISABILITY



At Feros Care our workforce spans five generations. This enriches our diverse organisation with energy, creativity, fresh ideas, wisdom, experience, and resilience. Ultimately we're able to better service our customers as a result of the lived experiences of our people.



- Silent Generation (age 74–91) 0.21%
- Boomers (age 55–73) 26%
- Generation X (age 39–54) 43%
- Millennials (age 24–38) 28%
- Generation Z (age 23 and less) 3%



4.2 OUR TRIBE

Our staff make a difference in the lives of those they support and the people around them. Meet a few of our passionate and bold staff members and volunteers, who live and breathe our values.



MEET TANIA

FOR 10 YEARS TANIA GARLAND HAS BEEN BRINGING JOY TO HER CLIENTS AS SHE WINS HER WAY INTO THEIR HEARTS WITH HER GENEROUS ATTITUDE AND KIND SPIRIT.

As a Feros Care Community Support Worker, Tania helps her clients with everything, from personal care and shopping to respite and domestic

services. She relishes the interaction and loves meeting new people.

“Working on the personal care side is wonderful because I know that they are looking forward to seeing me and having a chat,” said Tania.

“All of my clients have such different personalities and it’s lovely to be able to get to know every one of them.”

Tania found her passion for people care while looking after her parents and joined Feros Care after they passed away.

“When you have beautiful parents or elderly relatives you want to make sure they are being treated the way you would treat them so I wanted to work somewhere that I could offer that level of care,” she said.

“When I visit my clients I try to care for them the way I would my own parents.”

Tania said the kindness and support she’s shown by the team at Feros Care

was what set it apart from other jobs she’s had over the years.

“You feel heard,” she said.

“The kindness of Jennene (CEO) and all the upper management is what makes Feros great.

“They always remember your name and take the time to congratulate you when you’ve done a good job.

“If you ever have a problem you know you can call and it will be solved quickly. In past jobs I have felt like I was on my own but at Feros you feel like you can express your concerns and get a response.”

For anyone considering becoming a carer, Tania said it was important to be yourself and be prepared to be flexible.

“Be kind,” she said.

READ THE FULL STORY [HERE](https://feroscare.com.au/meet-tania) OR VISIT [FEROSCARE.COM.AU/MEET-TANIA](https://feroscare.com.au/meet-tania)



MEET RAY

SPARKED IN AUSTRALIA AND GROWN IN VIETNAM, RAY MAWJEE’S PASSION FOR ASSISTING PEOPLE PLACED HIM ON A PATH TO FEROS CARE.

Part of a new intake of Local Area Coordinators (LACs), Ray is excited to be able to assist National Disability

Insurance Scheme (NDIS) participants in Canberra to create and review their plans.

Combining life and work experience, Ray loves utilising the same care and approach he’s been able to show in previous pursuits.

“I come from a personal training and social work background and I wanted to get back into community support,” Ray said.

“I worked at St Vincent’s Hospital in Sydney and was really engaged with the community and that drew me to Feros Care also.”

While it wasn’t the only aspect which drew Ray to the company, the 30-year-old is no stranger to assisting people on a wider scale.

Born in South Africa with Indian and Egyptian heritage, Ray’s family shifted to Australian shores in 2000.

Traversing three continents, Ray’s ongoing journey saw him attempt to start up a stroke clinic in Hanoi, Vietnam, before a twist of fate led him back down under.

“When I was in my 20s, I fell in love with a girl who lived in Vietnam, so I bought a return ticket and just stayed,” Ray said.

“I did some personal training for expat Australians and group exercises for people who’d had a stroke. I got in touch with the Stroke Foundation and they sent me an exercise program and books translated into Vietnamese which were distributed into the community.

“That gave me a lot of perspective.”

READ THE FULL STORY [HERE](https://feroscare.com.au/meet-ray) OR VISIT [FEROSCARE.COM.AU/MEET-RAY](https://feroscare.com.au/meet-ray)



MEET MICHELE

WHEN THURSDAY ROLLS AROUND EACH WEEK, MICHELE GREET'S JOHN LIKE AN OLD FRIEND WITH A WIDE SMILE AND A FRIENDLY HELLO.

Usually carrying a bag of fresh groceries, Michele spends the next hour preparing fresh home-cooked meals and genuinely enjoying John's company.

Michele is one of several volunteers making a difference to people's lives by just being herself.

After retiring and finding herself longing for something to do that did not involve full-time work, she stumbled upon an ad for Feros Care and joined its In Great Company program, which seeks to match volunteers with seniors in the community who need companionship and extra assistance.

"I found myself with nothing to do and wanted to find a way to spend my time. When I first joined Feros Care I really had no idea what I was getting myself into," Michele laughed.

"I ended up being matched with just the loveliest people through the volunteer program and it just worked out. I think I am very fortunate to get to call on these people each week."

On a weekly basis, Michele visits John and connects with other clients by phone or text. Despite COVID-19 hitting

the pause button around the world, Michele says for her not much has changed and she still does what she can to connect with her seniors.

"Nothing has really changed, even connecting by phone we still have a good chat and a laugh," says Michele.

"We talk about catching up for coffee when this is all over so for me it still feels very similar.

"I still visit John in person each week and he's actually a lot happier during this time. He gets a little bit of extra assistance and he is loving it," she chuckled.

Michele lights up when she talks about John and it's clear how much she cares for him.

"Oh John is just wonderful, he is an absolute gentleman. He loves company and is just a delight to visit," she says.

READ THE FULL STORY HERE OR VISIT [INGREATCOMPANY.COM.AU/MEET-MICHELE](https://ingreatcompany.com.au/meet-michele)



MEET WENDY

CARING FOR PEOPLE COMES NATURALLY TO WENDY ANDERSON.

As a mother of nine children, she also chooses to care for both the residents and staff at Feros Village Bangalow where she's been working for 17 years.

"I've found my niche," said Wendy.

"As a mother, a grandmother, a great-grandmother and an aged-care worker, caring and compassion is just an ongoing part of my role in life."

It is a role she took on at 16 when her father passed away and her mother was having a baby.

"There were parts of my personal life that prepared me for my professional life and now caring for others just comes naturally to me," she says.

Wendy has a strong sense of responsibility for her team and her residents, ensuring they all feel supported and safe.

"Feros becomes your family as well," she said.

"As a team leader it's my role to be a mentor to the other carers and I'm always looking out for them.

"Aged-care can be a very difficult job and I recognise the impact it can have on people so it's something I'm always mindful of.

"Being able to support my staff, walk alongside them and let them know they can come to me with anything that's bothering them is extremely important."

In her nearly two decades at Feros Village Bangalow, Wendy has also

touched the lives of hundreds of residents and their families.

"What brings me joy is knowing that I've done the best I can for someone," she said.

"People suffering from dementia can be difficult as they simply don't understand what we're trying to do. But sometimes you get a little 'thank you' and it means a lot as it shows they recognise that you're trying to help them."

Wendy said caring for people is a privilege.

"To be able to care for somebody right through their time of need, and to be there to support not just the resident but their family in an end-of-life situation, is something I don't take lightly," she said.

"People thank me but it's my pleasure to be part of their family's experience and to be able to help in a small way."

READ THE FULL STORY HERE OR VISIT [FEROSCARE.COM.AU/MEET-WENDY](https://feroscare.com.au/meet-wendy)



MEET MEL

THE NAME 'FEROS CARE' TENDS TO INSPIRE THOUGHTS OF OUR DEDICATED CARERS AND HEALTH PRACTITIONERS. HOWEVER, WE ALSO WANT TO REMEMBER OUR TEAMS BEHIND THE SCENES.

From finance to technology to human resources, we have a diverse range of corporate professionals who are instrumental to our delivery of high-quality care.

Mel Duffey, our Head of People Services reflects on her career path, and why she chooses Feros Care.

From hospitality to working for industry superannuation funds during the global financial crisis, Mel has had a rich and diverse career as a HR professional. In November 2018, Mel initially joined Feros Care as the Project Manager in Employee Experience after considering several other offers.

“Feros Care has its own unique energy, and this is felt as soon as you walk through the door,” Mel said.

“Working at Feros Care is very rewarding and presents new challenges each day – for me, there is a balance between creating effective solutions and enjoying working with others who are equally as passionate about people.”

Mel’s core passion is to work with people to achieve great outcomes for themselves and others personally as well as professionally.

READ THE FULL STORY [HERE](https://feroscare.com.au/meet-mel) OR VISIT [FEROSCARE.COM.AU/MEET-MEL](https://feroscare.com.au/meet-mel)

4.3 OUR DEVELOPMENT

Organisational development was a key focus for our people in 2019/20. We lay the foundations at Feros Care to assist our people to do their best life’s work. Through training and development, our people can constantly develop their professional and personal skills with the various opportunities that we facilitate throughout the year.

LGBTIQA+ Awareness and Mental Health First Aid were among the highlights of the year.

LGBTIQA+ AWARENESS TRAINING

The 60-minute training session was developed to provide staff with an understanding and awareness of the stigma, bias and discrimination the LGBTIQA+ community has faced throughout history, and how we at Feros Care can adopt a culture of inclusivity.

“*Feros is a safe working environment where I can feel supported.*”

“*[The training] widened my perspective on challenges faced by those in the LGBTIQA+ community, and helped me to understand what changes I can make to my everyday interactions with clients and colleagues to ensure inclusivity.*”

MENTAL HEALTH FIRST AID

Mental Health First Aid training aims to provide staff with the skills to support adults who may be experiencing mental health problems or a mental health crisis, until appropriate professional help is received or the crisis resolves. As an outcome of the training, staff learn to implement a practical, evidence-based action plan.

COVID-19

Adapting to business requirements throughout the pandemic, meant that our new staff orientation was delivered virtually for the first time. This allowed us to on-board new employees and meet business needs, while ensuring employee safety was our highest priority.

Additionally we introduced COVID-19 specific training modules, to ensure our people were supported throughout the pandemic. Personal Safety Training was implemented business wide, while Outbreak Management and Personal Protective Equipment Training was delivered to our staff providing direct care in the community.







SIX OUR ACHIEVEMENTS

5.0 OUR ACHIEVEMENTS

We love helping people Grow Bold, and we're honoured to be recognised for our efforts and innovations. In 2019/20 we continued to build our reputation as a reliable, flexible and compassionate people care organisation.



AWARD	CATEGORY	NOMINATION	OUTCOME
Global Ageing Excellence in Ageing Services Award	Excellence in Ageing Services Program 2019	MyFeros Portal and Virtual Senior Centre	 WINNER
IT News Benchmark Award	Best Healthcare Project	MyFeros Portal and Voice Command Technology	 WINNER
Future of Ageing Award	Community Engagement	Feros Care Grow Bold Campaign	 WINNER
Future of Ageing Award	Supporting Independence	MyFeros Portal Google Voice Activated Assistance	 HIGHLY COMMENDED
ACSA Aged Care Award	Regional, Rural, Remote Provider of the Year	Queensland: Feros Care	 WINNER
ACSA Aged Care Award	Innovation in Service or Design	Queensland: Feros Care: Technology for Aged Care in the 21st Century	 WINNER
CX Award	Best Use of Technology to Revolutionise CX	MyFeros Portal Google Voice Activated Assistance	 WINNER
MACA Award	Advertising	Fearless Films	 FINALIST
Hesta Award	Individual Distinction	Andrew Roma – IT Lead	 FINALIST



SEVEN

OUR SERVICES

6.1 COMMUNITY SERVICES

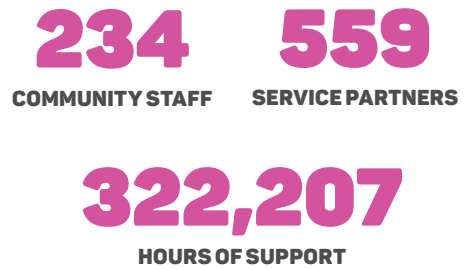
Every day our qualified and caring Aged and Community Support team provide a wide range of services to support our clients to remain healthy and happy – living their boldest life. We have an ever-increasing number of new services that focus on their happiness, including technology training, social trips, pet care, and more.



PEOPLE CARE IN OUR COMMUNITY

With 234 Community Staff and 559 Service Partners out in the community we were able to provide over 322,207 hours of support to our senior clients in 2019/20.

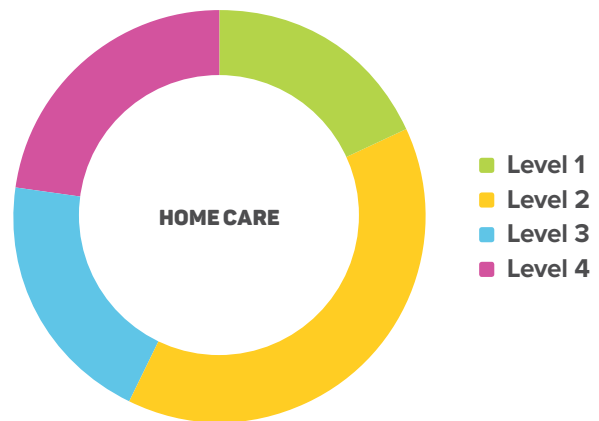
Our services are offered through a range of government funded programs — Home Care Packages (HCP), Commonwealth Home Support Program (CHSP) and Short Term Restorative Care (STRC). We also offer private services to our clients.



6.1.1 HOME CARE PACKAGES

22% 
INCREASE

Throughout 2019/20 Feros Care has proudly supported many clients to live more comfortably in their home with a Home Care Package (HCP). We saw a 22% increase on 2018/19.



MEET HOME CARE PACKAGE CLIENT, NORMA

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 Care 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

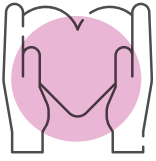
by Christmas and I’m sure that will happen well and truly before that.

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

“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.”

READ THE FULL STORY [HERE](https://feroscare.com.au/meet-norma) OR VISIT [FEROSCARE.COM.AU/MEET-NORMA](https://feroscare.com.au/meet-norma)

6.1.2 COMMONWEALTH HOME SUPPORT PROGRAM



Through the Commonwealth Home Support Program (CHSP), Feros Care supported clients across Australia to maintain their independence and live safely in their own home this year. We delivered 54,747 hours of service across 52,271 service instances.

54,747
HOURS OF SERVICE

52,271
SERVICE INSTANCES



MEET RITA

IT'S THE SOCIAL OUTING RITA SEARS LOOKS FORWARD TO EACH MONTH – A BUSLOAD OF LADIES, MOSTLY IN THEIR EIGHTIES AND NINETIES, WHO CHAT AND LAUGH THEIR WAY AROUND THE WIDE BAY AND FRASER COAST REGION.

Whether it's Tin Can Bay for lunch, Bundaberg for shopping or a Sunshine Coast cheese factory, there's always different experiences, varying scenery, a new coffee shop or something to see.

Rita cherishes her Feros Care social transport trips and the joy they bring to her life.

"They are terrific trips," says the 84-year-old.

"The drivers are lovely, as are the helpers, and it's usually the same crowd of ladies each time so we've become friends.

"We get a six-month schedule so we can plan around it and choose where we'd like to go. On the day we're picked up around 9am in the morning and depending where we're headed, we aren't back until well into the

afternoon so we get to make a real day of it."

Subsidised under the Commonwealth Home Support Program – a scheme designed to help people live more independently at home, Rita's social transport outings play a role in ensuring she stays active and connected to her community.

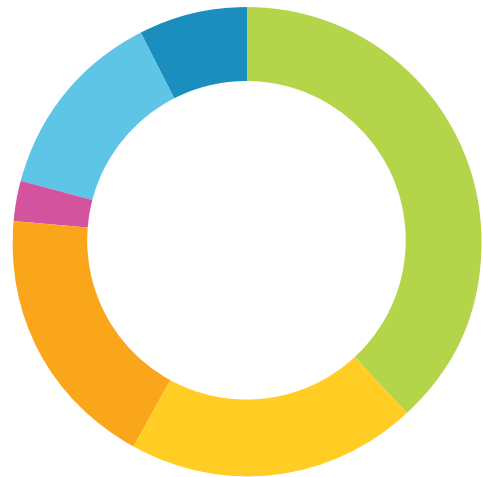
The door-to-door service makes it easier for seniors to join and the bus includes a driver and assistants to ensure everyone's safety.

Rita has lived alone since her husband died and through these social outings, has found a circle of friends who are in similar situations.

READ THE FULL STORY [HERE](#) OR VISIT [FEROSCARE.COM.AU/MEET-RITA](https://feroscare.com.au/meet-rita)

6.1.3 SHORT TERM RESTORATIVE CARE

The Short Term Restorative Care (STRC) Program is designed to help clients reverse or slow functional decline. The multidisciplinary approach assists clients to help manage or adapt to their changing needs. Throughout 2019/20 Feros Care supported clients in the Darling Downs, Gold Coast, Grampians, Loddon-Mallee, Logan River Valley and West Moreton regions through the STRC Program. This is a 39% increase on the previous year. Additionally, the program saw fantastic Allied Health Improvement averages, with 62% of clients recording Modified Barthel Index improvement, 15% recording a Sit to Stand improvement and, 82% recording an improvement on Timed Up and Go.



**ALLIED HEALTH
IMPROVEMENT
AVERAGES:**



62%
MODIFIED BARTHEL INDEX

82%
TIMED UP AND GO

15%
SIT TO STAND

- Darling Downs
- Gold Coast
- Grampians
- Loddon-Mallee
- Logan River Valley
- West Moreton



6.2 RESIDENTIAL SERVICES



229

**RESIDENTS
CARED FOR**

150

**RESPIRE
ADMISSIONS**

Feros Care has three vibrant and friendly residential aged care villages on the North Coast of NSW, located in Bangalow, Byron Bay and Wommin Bay (Kingscliff). In 2019/20 we cared for 229 wonderful residents, who agree our villages are lively, positive, happy places to live and to visit, with pets a fixture and family and friends always welcome.

The dedicated Positive Living teams at each village ensure there is always something happening. Residents may choose to participate in a range of group activities – including morning teas, sing-a-longs, regular outings, and visits from members of the local community.

One of our residents' favourite activities in 2019/20 was the Grand Gamers project. Research suggests that seniors benefit greatly from playing video games; memory, ability to switch tasks and maintain visual attention are just some of the benefits. What started as a fun project, is now a weekly activity for many of our residents.

VILLAGE LIFE ON FILM

Prior to his 'early' retirement in 2016 – at the ripe age of 85 – Feros Village Byron Bay resident, Alan Harkness had spent most of his career in film production. Throughout the decades, Alan worked on documentaries, television commercials, television dramas and feature films including *The Beach*. His passion for film has never wavered – and he is always up for discussing cameras, lenses and filming with any visiting film crews that attend the village.

The team at the village knew that Alan's passion for film remained, and he is one film director not quite ready to hang up his director's hat! Committed to supporting all our people to Grow Bold, we worked with Alan to get him back in the director's chair.

When we sat down with Alan to discuss his passion he shared with us the vision he had to produce a short film about village life. During production meetings, Alan shared with us his handwritten notes and storyboards and we set about planning his next project – *Village Life at Feros Village Byron Bay*.

Village Life is a film produced and directed through the eyes of Alan. Working in collaboration with a film crew and residents, Alan captured the culture and feeling of living life at Feros Village Byron Bay.

The red carpet premiere was delayed due to COVID-19 – we look forward to launching it next year.



6.3 DIGITAL HEALTH

We provide a range of technology and safety solutions to help our clients approach their future with confidence. From Telehealth Remote Monitoring to the Virtual Social Centre, technology training programs and so much more, we're helping our clients to live their best bold life with the help of innovative technologies.



6.3.1 VIRTUAL SOCIAL CENTRE

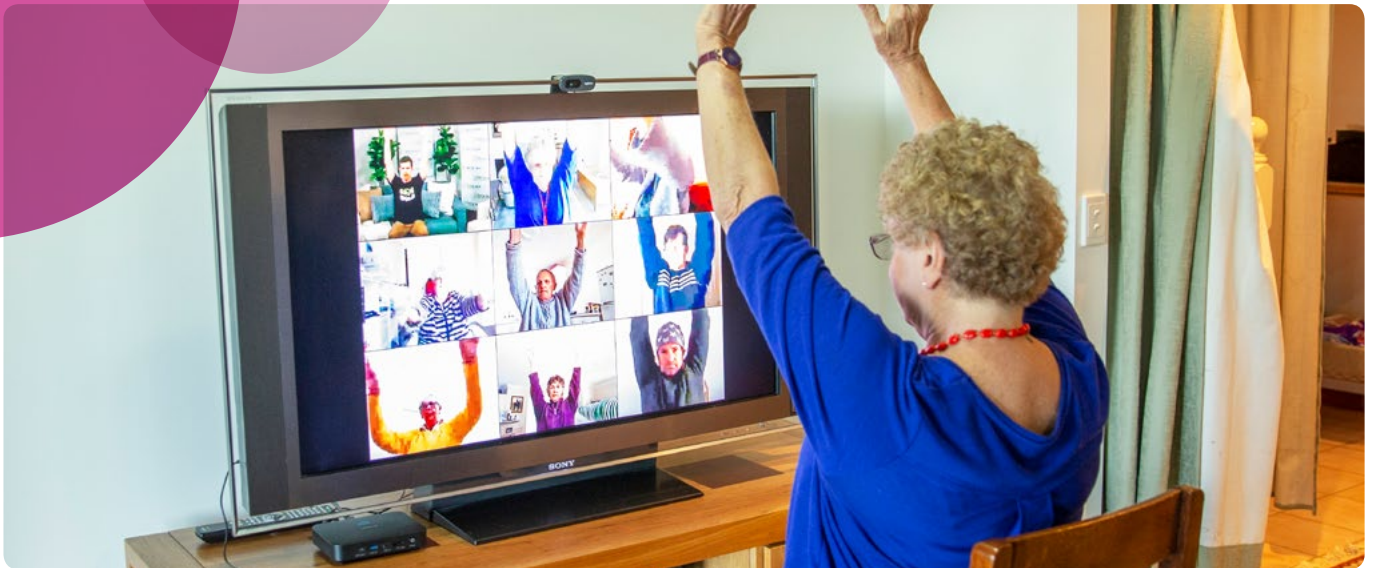


The Virtual Social Centre (VSC) invites people to open the door to the online world. It allows clients to meet others online, stay connected and have new experiences all from the comfort of home.

The VSC played a particularly crucial part this year in ensuring our clients stay connected during COVID-19. Despite being socially isolated, our clients were still able to catch up with friends or learn something new on the VSC.

700+
PARTICIPANTS

102
HOSTS



SOCIAL CONNECTION GOES VIRTUAL

Robyn Condliffe had been happily attending Feros Care exercise classes for years, but when COVID-19 hit, she switched to virtual classes and discovered a portal to a world stretching far beyond the walls of her home in Boambee, New South Wales.

The 79-year-old was introduced to Feros Care’s Virtual Social Centre (VSC), giving her access to a range of group sessions, in everything from arts and crafts to cooking and gardening, helping her stay connected, fit and stimulated while in isolation.

After first swapping her weekly in-person group exercise programs for more regular online versions that were beamed into her lounge room,

Robyn began exploring other content available on the VSC.

“I’ve been on a tour of the Victorian Art Gallery, I’ve been through people’s gardens, joined in some knitting classes and listened to a group reading,” said Robyn, who was introduced to Feros Care two years ago when her late husband received services through a government-funded Home Care Package.

“There’s really something for everyone on the Virtual Social Centre. I’ve met lots of people. There’s a lovely couple from Lightning Ridge – they host a half-hour coffee catch up and we chat about different things.

“There’s meditation on Sundays and a fortnightly card-making class; and I

still do my exercise, of course.

“While I miss catching up with my old friends after our physical class, I do prefer doing it virtually.

“It’s better for me because now I’m doing the exercise every day, instead of just once a week, and I can do them at a time that suits. If I miss the live class, I do it later on ‘catch-up’ and replay the session whenever I want it.”

Keeping up with her exercise is important for Robyn, who had polio at 15, which led to some balance issues.

READ THE FULL STORY [HERE](https://feroscare.com.au/meet-robyn) OR VISIT [FEROSCARE.COM.AU/MEET-ROBYN](https://feroscare.com.au/meet-robyn)

VIRTUAL SOCIAL CENTRE AND THE NATIONAL DISABILITY INSURANCE SCHEME PILOT

During 2019/20 the path was paved to introduce the VSC to Feros Care’s National Disability Insurance Scheme (NDIS), Local Area Coordination service.

Broadening the scope of the VSC to individuals who are accessing the Local Area Coordination service, helps combat social isolation and help participants and their carers to grow their community.

The VSC is a safe and welcoming virtual space where participants and their carers can actively participate in live events that cover topics from employment, health and wellness, cooking to starting a business and more – all from the comfort of home!

We’re excited to welcome many new participants to the VSC over the next year.

6.3.2 STAYING HEALTHY LIVING WELL

Staying Healthy Living Well is a 12-week program delivered in South East Sydney and Norfolk Island that focuses on digital health literacy, staying connected and improving independence in managing health and wellbeing.

This program, utilising vital signs monitoring, one-on-one coaching and group health literacy sessions aims to significantly improve the daily lives and long-term prospects of clients managing chronic illnesses. Staying Healthy Living Well also aims to enhance and improve the digital capabilities of our senior clients.



159
CLIENTS SUPPORTED

344
ONE-ON-ONE COACHING SESSIONS PROVIDED

309
GROUP HEALTH LITERACY SESSIONS



72% SYDNEY CLIENTS

82% NORFOLK ISLAND CLIENTS

REPORTED AN INCREASE IN QUALITY OF LIFE

99% SYDNEY CLIENTS

100% NORFOLK ISLAND CLIENTS

REPORTED AN ACCEPTANCE OF USING ASSISTIVE TECHNOLOGY TO SUPPORT THEIR CARE NEEDS AT HOME

92% SYDNEY CLIENTS

88% NORFOLK ISLAND CLIENTS

REPORTED AN INCREASE IN THE ABILITY TO MANAGE THEIR OWN HEALTH



POSITIVE CLIENT OUTCOMES

Since inception, Staying Healthy Living Well has seen 159 clients complete the 12-week program, assisting them to stay connected

and improve their independence in managing their own health and wellbeing.

An increase in quality of life is among the improvements clients have reported. One client who reaped the benefits of the program was Dorothy. “I learnt a lot of theory from the program which now informs my choices” she said. Once Dorothy got used to the program, it was like a friend to her. She experienced improvements through changing her diet and increasing physical activity.

Dorothy’s family were particularly supportive of the program, “they were very pleased with how the program worked,” she said. Staying Healthy Living Well gave Dorothy and her family peace of mind, “I am

taking my blood pressure every day, it got high a couple of times and I was alerted, so I went in to see my GP to get checked.”

Although restricted with how she went about her exercise due to COVID-19, air quality improved around Dorothy’s home, allowing her to walk more outside with less shortness of breath. Dorothy was able to get out and about up to 30 minutes a day 5 – 6 times a week.

Since inception, Staying Healthy Living Well has graduated 106 clients from the program, ultimately assisting 106 people to stay connected and improve their independence in managing their own health and wellbeing.

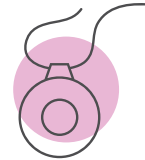
6.3.3 FEROS CARE TECHNOLOGY

Feros Care's technology services provide a range of assistive and smart technology products to support people with a wide variety of care needs, and to help them live safely and independently in their own home.

This year our technology services have evolved to support the wider business needs, by meeting the challenges of COVID-19 to source and secure equipment. This allowed us to meet the increased demand for Telehealth, Alarm and the Virtual Social Centre and support various funding streams.

In 2019/20, Feros Care supported 1,598 clients with personal alarms, growing our recurring personal alarm client base by 10%. This saw us meet program targets despite a challenging environment.

Looking to the year ahead, we are exploring future opportunities through B2B partnerships, while increasing scope to support Feros Care Village Residents.



1,598
CLIENTS SUPPORTED
WITH PERSONAL ALARMS

6.3.4 COMMONWEALTH HOME SUPPORT PROGRAM INNOVATION FUNDING



It has been an exciting year in the service innovation space, with Feros Care successfully securing Commonwealth Home Support Program (CHSP) Innovation Funding to implement and evaluate three new programs, the Healthy Life Program, Let's Get Technical and the Smart Home Modifications Program.

7.3.5 HEALTHY LIFE PROGRAM

The Healthy Life Program is a 12-week program focusing on improving seniors' independence in managing health and wellbeing, while also focusing on digital health literacy and staying connected.

This program, utilising vital signs monitoring, virtual one-on-one coaching and group health literacy sessions aims to significantly improve the daily lives and long-term prospects of clients managing chronic illnesses and to live their best life. In addition, this program also aims to enhance and improve the digital capabilities of our seniors.

Client feedback on the program has been overwhelmingly positive. The pilot program was hugely successful, with the program set to be available to more clients in the future.

“

The assistance I always got from the nurse was tremendous. She was always there to help come up with ideas on how we could go about tweaking my program. One day I hit the wrong button on the machine and within a few minutes someone from Feros was ringing me to see if all was well!! All I can say is everyone at Feros was tremendous.

DONALD, 70

90
CLIENTS
SUPPORTED

185
ONE-ON-ONE
COACHING SESSIONS

188
VISITS FROM WELLBEING
MANAGERS

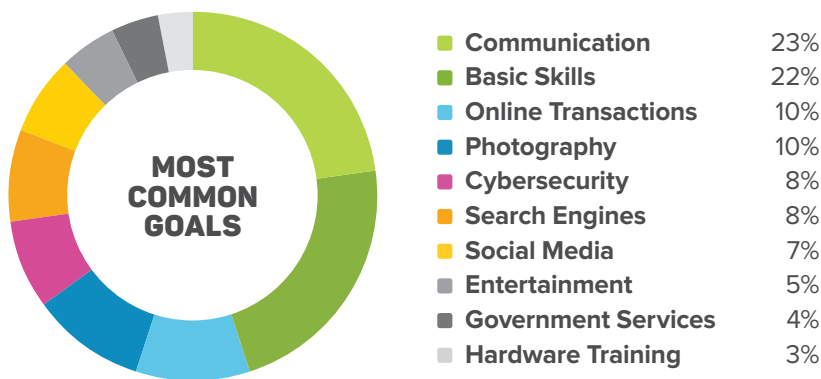
12.12%
AVERAGE INCREASE ON THE
PERSONAL WELLBEING INDEX

6.3.6 LET'S GET TECHNICAL

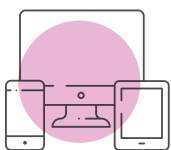
Let's Get Technical is a 10-week technology training program that has been designed to educate and empower our seniors to use everyday technology. Our program is goal-orientated, personalised and delivered face to face, one-on-one, in the senior's home by a Technical Support Officer.



Utilising the senior's own device such as a smartphone, computer or tablet, Feros Care Technical Support Officers support our clients to understand and operate apps such as mobile banking, search engine, entertainment, or government apps such as MyGov, thus promoting confidence, independence and control. The biggest impact our Let's Get Technical program has had on our seniors is their sense of connection and achievement in life – reconnecting with family and friends through technology, and learning something new.



The Let's Get Technical pilot has to date been able to support 142 clients in using technology, with 915 Let's Get Technical training sessions delivered by our Technical Support Officers in the community.



142
CLIENTS SUPPORTED
IN USING TECHNOLOGY

915
LET'S GET TECHNICAL
TRAINING SESSIONS DELIVERED

- 80% said Let's Get Technical changed their lives
- 97% said Let's Get Technical increased the quality of their lives
- 98% said they were more independent now and better able to manage their daily affairs
- 100% said it increased their confidence using technology
- Our program has a satisfaction rating of 9.4/10
- Our Technical Support Officers have a satisfaction rating of 4.91/5

Not only did Let's Get Technical significantly decrease our clients anxiety related to technology, it has been reported to significantly increase our clients ability to manage their daily affairs by accessing digital services. On average our clients use their devices more than once a day after completing the program.

WHAT CLIENTS HAD TO SAY ABOUT THE PROGRAM!

“
Let's Get Technical has been a really big help. Russ' patience and knowledge is unbelievable! Not many people have the patience to tell you twice. The second time it sticks, and you remember it.

ERICH, 88

“
I really would love to keep carrying on! When you're confined to the house its awesome to have something to keep your mind active. I think the things like online banking and practical applications that you have are so important especially in times like these.

MAUREEN, 85

“
Since having this assistance, I have noticed changes in my mental ability. I am less forgetful. I am more optimistic and wake eager to embrace the day and all it may bring.

JUDITH, 81

“
Home isolation is a situation that now affects everyone, so the ability to interact with friends and the wider world has truly only been possible for me with your help. Thank you.

PAT, 84

“
My Technical Support Officer was great and made me do things too for myself which is really important you know! I've even managed to email my daughter who's holidaying in Vanuatu and she even replied!! I was so excited!!

DAPHNE, 84

7.3.7 SMART HOME MODIFICATIONS

The Smart Home Modifications program is designed to support seniors with new and emerging technologies in the home. Feros Care aimed to collaborate with seniors to create a dynamic home environment with the installation of smart home technologies controlled through voice activation. The program allows for full automation in the home in conjunction with an extensive support system, that adapted to the ever-changing needs of people as they live and age.

70+ SMART AND CONNECTED HOMES
300+ SMART DEVICES INSTALLED
195 TECHNICAL SUPPORT OFFICER VISITS

Feros Care created a network of over 70 smart and connected homes, through the installation of over 300 smart devices and 195 Technical Support Officer visits delivered in the community.

Our Smart Home Modifications program improved our seniors confidence in the use of technology solutions to build their independence, safety, wellbeing and connection.

- **92% said Smart Home Modifications increased their quality of life.**
- **87% said Smart Home Modifications increased their sense of independence**
- **82% said Smart Home Modifications increased their sense of safety in the home**

CLIENTS FAVOURITE TECHNOLOGIES

“

Definitely the smart lights! they are fantastic and are almost certainly preventing me from a fall as part of my house is very dark. I just love the way Feros is thinking ahead and always trying to invent new ways to help me. Thankyou Feros for everything, you are always there and always in contact with me.

HELEN, 87

“

I can't believe how wonderful Google Home is! It makes things so simple! I feel as though Google is my best friend!

NANETTE, 74

“

We've just enjoyed the ease of use really. It was a lot of fun doing the program and it was so nice to know that if we needed help we could just call. The best part about the devices was the peace of mind that it gave. Knowing that I could turn on lights just by saying it was so good especially for my husband in the other room.

VIVIEN, 75



7.4 MYFEROS



MANAGE YOUR TIME AND SERVICES



MAKE SECURE PAYMENTS



MANAGE YOUR FUNDS



UPDATE YOUR DETAILS



COMMUNICATE WITH EASE



AVAILABLE ON ALL DEVICES

In 2018 Feros Care launched the pilot for our client portal, MyFeros. Two years on and MyFeros has gone from strength to strength, now with over 1,000 clients using the platform. MyFeros is a self-service tool that allows Feros Care clients and their carers and family to view and manage their upcoming services, check their budget, make payments, contact our staff via an internet-enabled device, submit client reimbursements,

allow dual account access for family, and engage in group messaging.

Since officially launching at the beginning of 2019, the number of registered clients has grown by over 146% – averaging 13 registrations every week! There have been approximately 32,000 logins and over 7,900 messages received through the portal.



1,000⁺

CLIENTS USING THE PLATFORM

13

AVERAGE REGISTRATIONS PER WEEK

32,000⁺

LOGINS

7,900⁺

MESSAGES RECEIVED

OUR CLIENTS LOVE THE PLATFORM AND THE FREEDOM AND FLEXIBILITY IT ALLOWS THEM. WE CAUGHT UP WITH ONE OF OUR VERY FIRST USERS OF THE PORTAL – BARBARA, TO FIND OUT WHAT SHE LOVES MOST ABOUT MYFEROS.

“I’m not very technologically-capable, but the portal is so easy, there’s nothing complicated about it,” she said.

“When I was first approached by Feros Care to join the platform I was concerned about how I would cope

but it’s amazing and I’d now never go back to the old way of making telephone calls.”

“I no longer have to spend time on hold, my questions can be answered almost immediately, there’s always someone available to look into anything I need – it’s just a marvelous system.”

“I also love that I can make adjustments to my schedule so easily, check who’s coming and even look back at old statements. It’s very comprehensive. I can’t praise it enough.”

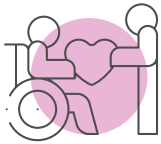
“One particular friend of mine was choosing which provider to use for her Home Care Package and she decided to go with Feros Care after I told her about the portal and she is also amazed at the ease of it,” she said.

“I would say to anyone, give it a try.”

“You can always go back to making phone calls if you can’t cope but once you start, Feros Care makes it so easy for you.”

READ THE FULL STORY [HERE](#) OR VISIT [FEROSCARE.COM.AU/MEET-BARBARA](#)

7.5 NDIS LOCAL AREA COORDINATION



In 2019/20, Feros Care successfully renewed their contracts for five Local Area Coordination (LAC) regions to provide planning, linkages and support to people with disability aged from seven to 65.

16,814

PARTICIPANTS SUPPORTED

14,120

PLAN REVIEWS

194

LOCAL AREA COORDINATORS

127,954

PHONE CALLS WITH PARTICIPANTS AND CARERS

139,208

HOURS OF SUPPORT

2,000,000

KILOMETRES TRAVELED



Our 194 Local Area Coordinators hit the ground running with 3,669 community engagement and community capacity building activities, increasing this activity by 3% compared to 2018/19.

In 2019/20, Feros Care focused on building individual capacity as well as community capacity building initiatives. Community capacity building projects and initiatives are designed to address barriers for people in the community with an aim of creating more inclusive, accessible and connected communities – across our five service areas.

Over the 12 months, a total of 34 Information, Linkages and Capacity Building (ILC) projects were initiated.



STEP 2 EDUCATION AND EMPLOYMENT – AUSTRALIAN CAPITAL TERRITORY

Step 2 Education and Employment is a project aimed at supporting students due to complete their high school studies.

The project has been designed to provide mentoring opportunities for students, as they transition into tertiary studies or employment. It targeted mainstream

employers to support opportunities for people living with a disability in open employment.

The project exceeded expectations and key project partners have become involved. This project will be carried over into the 2020/21 financial year.

PROJECT KEY EVENT TIMELINE

- 1 September 2019** – The Step 2 Education and Employment information event was held, success stories were shared by two young participants who transitioned from school to employment. A guest speaker from the NDIA attended the event to answer parent questions about School Leavers Employment Supports (SLES). Information tables were also set up by Disability Employment Providers (DES) and SLES providers to answer questions. NDIS resources were made available, as well as a range of other resources to support participants in their journey from school to education or employment.
- 2 November 2019** – Volunteering ACT were confirmed as a project partner, and a draft Memorandum of Understanding (MoU) was developed. Information was distributed to Volunteering ACT for parents and families to make a referral to the Connections Program. The program aims to link people over 18 with a buddy, or to the Inclusive Volunteering Program to provide a young person with supported community work experience.
- 3 December 2019** – Interest was gained from Bunnings and Officeworks to participate in the project.
- 4 March 2020** – Development of a Family Resource Information Kit commenced, to distribute electronically to colleges.
- 5 April 2020** – Completed a final MoU with Volunteering ACT and set up a plan to embed the Inclusive Volunteering Program into the college system, enabling young people to gain work experience through community volunteering.
- 6 May 2020** – Confirmed Woden Community Services (CWCS), a regional community service as a project partner to develop a volunteer mentor program.
- 7 June 2020** – WCS recruited six volunteers and Volunteering ACT identified five interested participants. Volunteers and participants were matched to pilot the buddy mentoring program online, with a move to face-to-face sessions as COVID-19 restrictions lift.



PATHWAYS PROJECT – MACKAY

The Pathways Project aims to create stronger relationships between Feros Care and the Aboriginal, Torres Strait Islander and South Sea Islander communities. The project's scope included Feros Care developing a referral pathway that was responsive and culturally appropriate, while recognising the kinship model of support for first nations communities.

Over the past 12 months, we have seen access requests increase by 90%. Feros Care was also asked to present this project at the National Partners in the Community Forum; there was high interest in the project from other Local Area Coordination Partners.

PROJECT KEY EVENT TIMELINE

- 1** The pathway referral tool was introduced to project partners Mudth Niyleta, Girudala Community Co-Operative Society and Mackay and Region Aboriginal Islander Development Association Inc Office (MARABISDA). As an outcome of community engagement, Feros Care received an increase in invitations and participation to Aboriginal, Torres Strait and South Seas Islanders Community Events. This included the National Aborigines and Islanders Day Observance Committee (NAIDOC) Parade, where Feros Care participates as parade road marshals.
- 2** A trial began at MARABISDA with three customers. Feros Care worked with streaming two of the customers through the National Disability Insurance Agency (NDIA) for intensive planning. Following this, the Kinship Model went live with MARABISDA.
- 3** **September 2019** – Feros Care commenced co locations at MARABISDA, Mudth Niyleta and, Girudala in Bowen. Relationships were built and strengthened with Aboriginal, Torres Strait Islander Community Health Services (ATSICHS).
- 4** **November 2019** – The project was extended to Aboriginal Torres Strait Community Health Services (ATSICHS) in Mackay, Mackay Hospital and Queensland Health (Aboriginal Health Unit) and the Preventable Hospitalisation Program in Sarina.
- 5** Throughout COVID-19 Feros Care has used virtual platforms to continue supporting with access requests. From April – June Feros Care was able to virtually assist 20 customers with access to support.
- 6** As of 1 July 2020 this project has been embedded into business as usual tools, and is now being implemented across each service area.



2019 / 2020 KEY MILESTONES



GROW BOLD WITH DISABILITY PODCAST LAUNCH

The Grow Bold with Disability Podcast was launched this year. 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.

The Grow Bold with Disability podcast is a place where we discuss the taboo, the uncomfortable and funny side of living with disability. There are uplifting stories of people overcoming adversity, along with educational and informative episodes about the disability space.

The podcast is now into its second season and has had over 10,000 downloads since launch.

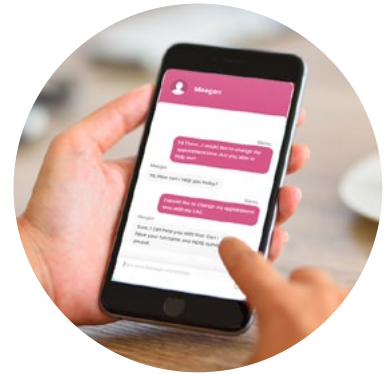


VIRTUAL SOCIAL CENTRE LAUNCH

Social connection has never been more important or relevant than now! The Virtual Social Centre (VSC) was launched to combat social isolation and to help participants and their carers to grow their community.

The VSC is a vibrant online community of individuals who are accessing the Local Area Coordination service as a part of the National Disability Insurance Scheme.

It is a safe and welcoming virtual space where participants and their carers can actively participate in live events that cover topics from employment, health and wellness, cooking to starting a business and more – all from the comfort of home!



WEB CHAT LAUNCH

The web chat function on the Feros Care NDIS web page went live earlier in the year. The webchat function was launched to make getting in touch with the Feros Care Local Area Coordination team as accessible as possible.

Our Local Area Coordination team are now available via phone, email and webchat.



THE YEAR AHEAD

Feros Care has an exciting year ahead, with a total of 25 community capacity building initiatives identified nationally for quarter 1 of 2020/21.

These projects aim to build inclusion in the community for people with disability and will also focus on employment and volunteering, engaging with community in the virtual space, culturally and linguistically diverse (CALD) communities and Aboriginal and Torres Strait Islander communities.

Feros Care is also focusing on how we will support carers to ensure they are adequately resourced, connected to mainstream and community services and provided with adequate peer support to increase their resilience and longevity as carers.

MEET SOME OF OUR PARTICIPANTS



MEET NICOLE

BY BUILDING HER CAPACITY DREAMS ARE NOW ACHIEVABLE FOR FEROS CARE PARTICIPANT, NICOLE.

Recently completing her first National Disability Insurance Scheme (NDIS) plan after being diagnosed with level 2 Autism

Spectrum Disorder (ASD), in 2019, the 27-year-old from Adelaide said she now has the support and belief required to live her best life.

“I’m at university doing a degree in Disability and Developmental Education, and I’ve also recently gotten a casual job doing data entry,” Nicole said.

“I’ve also set goals for domestic support... Not so someone can do the housework for me, but to help me learn ways to maintain my house so I can learn how to do it all and get on top of things.

“I’m also looking into community support to engage more socially as I have sensory issues and can get disorientated in public spaces, and I’m wanting to find a dietician to help set healthy meal plans.

“**MY LONG-TERM GOAL IS TO MOVE INTO FULL-TIME EMPLOYMENT IN THE DISABILITY FIELD AS I WANT TO HELP OTHERS.**

“But my long-term goal is to move into full-time employment in the disability field as I want to help others.”

Nicole’s want to help others stems from a life-long feeling of not fitting in amid judgement. A self-confessed tomboy growing up, Nicole took to kicking footballs and wrestling with her brothers, Matthew, and Bradley, while struggling in the school system.

READ THE FULL STORY HERE OR VISIT [FEROS CARE.COM.AU/ MEET-NICOLE](https://feroscare.com.au/meet-nicole)



MEET JUSTIN

DETERMINATION AND SELF-BELIEF HAS WATER WARRIOR READY FOR A SHOT AT A WORLD TITLE.

Armed with the right mindset and support, inspired water warrior Justin Redfern is ready to sit on top of the world.

Qualifying for the World Disabled Water Skiing Championships, the Feros Care National Disability Insurance Scheme (NDIS) participant and Townsville talent has broken through many a barrier on his way to the world stage, since a work accident in 2013 crushed Justin’s leg under a boat, leading to an amputation five years ago.

Justin’s determination and self-belief has him right in the frame for a podium topping performance in the green and gold.

Nearing his dream, Justin said his journey would have been impossible without the support of Feros Care and the NDIS, whose funding included a prosthetic leg and a set of skis.

“If I didn’t have the NDIS funding, I’d be buggered,” Justin said.

“**FEROS CARE AND THE NDIS HAS ALLOWED ME TO CONTINUE DOWN THIS PATH. WITHOUT THEM, I WOULDN’T BE ABLE TO DO WHAT I LOVE.**

“Feros Care and the NDIS has allowed me to continue down this path. Without them, I wouldn’t be able to do what I love.

“It’s enabled me to purchase the skis I compete with, and I use a special sit-down cage. A new one is on the way, so without that assistance, I wouldn’t be able to fulfill my sporting goals.”

READ THE FULL STORY HERE OR VISIT [FEROS CARE.COM.AU/ MEET-JUSTIN](https://feroscare.com.au/meet-justin)



MEET ELIJAH

WITH AN EYE FIRMLY PLACED ON A PARALYMPIAN FUTURE, EACH STEP NDIS PARTICIPANT ELIJAH ARRANZ TAKES IS ONE STEP CLOSER TO REACHING HIS GOALS.

Elijah Arranz has made giant strides in and out of his home after a sickening accident changed his life forever in 2015.

Elijah was just 14 when an unexpected gust of wind collapsed his parachute during a skydive, forcing him and instructor Tony Rokov, 44, to fall about 15 metres before hitting the ground in Goulburn.

Mr Rokov died instantly after heroically twisting his body around the teenager to protect him. Surviving the fall, Elijah suffered multiple injuries, including a fractured skull, jaw, face, several breaks to his pelvis and ribs, as well as being left with a severe traumatic brain injury.

Linking with Feros Care to put together his National Disability Insurance Scheme (NDIS) planning and funding since 2016, Elijah has been with Local Area Coordinator (LAC) Kirsten Black since August of last year, making great progress in his recovery.

“I’ve got a great relationship with Elijah’s family and we’re in contact for any issues that come up,” Kirsten said.

“He’s just a great kid and so energetic.”

THE POSITIVE IMPACT OF THE NDIS ON PARTICIPANTS’ LIVES

Sourcing funding for Ankle-Foot Orthosis (AFOs) to assist with drop foot condition, Elijah’s mother Robin Arranz said their family home has undergone home modifications, which were made possible through NDIS funding as well as Kirsten’s assistance.

“She’s awesome, we have a really good relationship and she’s extremely helpful,” Robin said of Kirsten.

“We’ve had kitchen modifications; they’ve knocked down a couple of walls to make it more open. It is completely open under the sink and stovetop, allowing Elijah to wheel himself under freely, and they have also installed a side-opening oven

allowing it to be easy for Elijah to use.

“The doorways have been widened, the floors have been replaced, and they’ve put concrete out the front.

“We now have an island kitchen bench which is open underneath so he can wheel up to prepare food and meals. Elijah now cooks for the family including grandparents at least once a week; and so far, he’s done a curry, burritos and pasta.”

Elijah has had to learn how to talk and eat again as a result of his traumatic brain injury. Requiring a wheelchair most of the time, Elijah can only walk short distances using a walking frame, but that hasn’t stopped the now 18-year-old pushing himself to the limit.

With inspiration not hard to find, Elijah’s father Jose has assumed the role of family runner.

Lacing up his shoes since a week after the accident, Jose vowed to run every day until Elijah could walk again and has now done it for more than 1,500 consecutive days.



READ THE FULL STORY [HERE](#) OR VISIT [FEROSCARE.COM.AU/MEET-ELIJAH](https://feroscare.com.au/meet-elijah)



8.0 BE SOMEONE FOR SOMEONE

In November 2019, Feros Care launched a major new charitable initiative, Be Someone For Someone, with the mission of tackling the growing epidemic of loneliness in Australia.



WHY?

For years we have seen the growing crisis of loneliness up close, witnessing first hand the devastating impact of loneliness on those we care for when they lack the vital social connections they want and need. Meanwhile, the ever-building body of research tells us that loneliness is at epidemic levels, with significant impact on our individual physical and mental health and the wellbeing of the community.

Loneliness is now recognised as one of Australia's most prominent public health issues.



OUR VISION

To address the growing issue of loneliness in Australia and help people of all ages live happier, healthier lives.

OUR MISSION

THERE ARE THREE MAIN PILLARS TO OUR WORK:

- 1 to raise awareness of the issue of loneliness with governments, organisations and communities so we can tackle loneliness together
- 2 to continue to research the loneliness landscape and ideate, curate, implement and scale impactful programs, tools and resources that help people re-engage their innate skills of sharing, connecting and taking care of each other
- 3 raise essential funds to support our work

2 in 5

Australian adults are lonely

LONELINESS

1 in 2

Australians feel lonely at least

1 DAY A WEEK

LONELY AUSTRALIANS ARE

15.2%

More likely to be depressed

MENTAL HEALTH

13.1%

More likely to be anxious about social interactions

SKILLS

LONELINESS

Increases risk of premature death by

26%

MORTALITY

Can be as bad for your health as smoking

15 CIGARETTES A DAY

ILL HEALTH

8.1 BE SOMEONE FOR SOMEONE LAUNCH

Be Someone For Someone was launched at a VIP event at Stone and Wood Brewery, Byron Bay on 28th November 2019.

Guests included local VIPs, representatives from State and Local Government, academic and social researchers, celebrities, artists, musicians, Feros Care Board Members, clients, suppliers, volunteers and supporters.

The event was engagingly hosted by national treasure Shelley Craft with keynote speaker, Dr Michelle Lim, Australia's leading researcher on loneliness. An auction of ten art pieces was energetically conducted by Master auctioneer Mark Humphries.



Click the image above or visit <https://youtu.be/GG4QODMuyQA> to watch the video.

Overall it was a wonderful night, setting the scene for Be Someone For Someone's new venture.

RAISING AWARENESS

In our first year, four engaging campaigns have successfully led Australian communities to think about the importance of connection, what it means to be lonely and inspired people of all ages to play a part.



8.2 THE CONNECTION PROJECT

Featured at our launch event and later at Robina Town Centre on the Gold Coast, The Connection Project was a huge art installation of hundreds of giant jigsaw pieces. Each depicting the story of connection and belonging as told by artists, celebrities, politicians,

school children, community groups, Feros Care staff, volunteers, and clients. Many pieces were donated by artists for sale, generating more than \$10,000 towards our programs to tackle loneliness.



8.3 MORE THE MERRIER

With Christmas known to be the loneliest time of year, we encouraged Australians to think of someone who might be lonely, and pledge to make their Christmas a little merrier. We asked people to make their pledge via an online community pledge wall. Pledges came in thick and fast throughout December, resulting in more than 400 people enjoying a more connected Christmas. Pledges included invitations to Christmas lunches, hospital visits and extra gifts, just to name a few. Christmas 2020 will see an



expanded More the Merrier community campaign, keep an eye out on social media to see how you can get involved.

8.4 LET'S 5 LONELINESS

Developed as soon as self-isolation became a possibility, this social media campaign was a community call to action to think of people in our networks and neighbourhoods who would need support. 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 Welfare 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 1000 Notes of Friendship leading the letter writing activity.



WATCH THE VIDEO ▶

Click the image above or visit <https://youtu.be/7D6fQ1R80II> to watch the video.



8.5 1000 NOTES OF FRIENDSHIP

The enormous impact of protecting older Australians from COVID-19 behind closed doors was clear to us early in 2020. No visitors. Fear of leaving the home. Wondering if they would be forgotten. The toll on many already lonely seniors is enormous.

Meanwhile, the Feros Care community repeatedly asked 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



“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

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 the real success.



“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

8.6 RELATIONSHIPS AUSTRALIA – NEIGHBOUR DAY 2020

Be Someone For Someone (through Feros Care) is officially ‘a Very Neighbourly Organisation’ partnering with Relationships Australia as an advocate for their annual Neighbour Day promoting the importance of community connections.

To raise awareness of Neighbour Day, Feros Care and Be Someone For Someone held a month-long campaign to start conversations, offer tips and encourage the community to get to know their neighbours and members of their community.

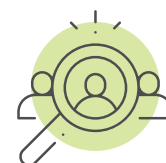
8.7 STRATEGIC ADVISORY COMMITTEE

We are grateful to our committee of strategic advisors who support us in delivering our key pillars, bringing expertise, insights, and connections in key areas.

- **PROF SUSAN NANCARROW** (Chair) – former Professor of Health Science & Director of Research and Deputy Vice Chancellor at Southern Cross University, now Adjunct Professor and Senior Executive Search Consultant at RLC Search
- **DR JAMES COWLEY** – former researcher and strategic advisor to government and international corporate companies
- **DAVID DONNELLY** – owner of Instinct and Reason a well-regarded social research agency
- **NICOLE REEVE** – has an extensive career in hosting major international events such as the Rugby World Cup and Paralympic Games as well as owning a number of successful retail businesses. She is highly respected in local communities, with roles on local business, government and events committees.
- **KRISTOFER ROGERS** is a highly regarded social entrepreneur and technology evangelist. In November 2019, he was announced as the CEO Magazine’s Start-Up Executive of the Year and has raised more than \$100m US for global NFPs through peer to peer fundraising platforms he has launched.
- **MICHAEL TENNANT** is Associate Partner with global consulting firm EY, advising clients in the health, government, human services and public sector on strategy, governance, innovation, transformation, performance and service delivery. This follows an executive career in government and corporates.

8.8 RESEARCH

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 and support those that need it the most.



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 the loneliness expanse into four key cause areas, grouping together those with common risk factors and shared experiences, so that solutions can be tailored for the greatest results.

Thank you to our Research Advisory Committee for this important foundational work.

OUR JOURNEY TO DATE

NOVEMBER 2019

- LAUNCH EVENT
- CONNECTION PROJECT



DECEMBER 2019

- MORE THE MERRIER XMAS CAMPAIGN
- NATIONAL MEDIA COVERAGE



FEBRUARY 2020

- PHILANTHROPIC ENGAGEMENT
- ADVISORY AND RESEARCH COMMITTEES APPOINTED
- VERY NEIGHBOURLY ORGANISATION PARTNERSHIP WITH RELATIONSHIPS AUSTRALIA



8.9 PROGRAMS

Be Someone For Someone supports and promotes existing Feros Care programs that address loneliness and social isolation so we can expand their reach to support more people. See page 37 for the Virtual Social Centre, page 41 for Let's Get Technical and page 56 for In Great Company.



8.10 FUNDRAISING



No strangers to charitable giving, Feros Care was established through the generosity of the public, three decades ago and is a registered charity and Tax Deductible Gift Recipient (which means all donations over \$2 are tax deductible).

Be Someone For Someone is championing Feros Care's public fundraising activities with ending loneliness for thousands of Australians our key cause.

With donations we can:

- offer more places on our existing programs
- co-design new innovative ways to help people enjoy vital connections
- continue our research
- inspire communities to reconnect

Our fundraising strategy focuses on:

- philanthropic giving
- corporate partnerships – including sponsorships and workplace giving programs
- opportunities for Feros clients and their families to give back through Gifts in a Will, In Memorium donations and general giving
- donations from Feros Care supporters and the general public

For further information on how to donate to our Gifts in a Will and Corporate Partnership programs, please visit besomeoneforsomeone.org/donate or email hello@besomeoneforsomeone.org.

NB: Donations can be made to support other Feros Care activities if specified (subject to Feros Care Objects).

MARCH 2020

- RESEARCH COMPLETED
- LONELINESS DISCUSSION PAPER PRODUCED
- LONELINESS FRAMEWORK DEVELOPED
- LET'S FIVE LONELINESS COVID-19 RESPONSE COMMENCES
- NEIGHBOUR DAY

APRIL 2020

- SOCIAL MEDIA LAUNCHED
- NATIONAL MEDIA COVERAGE

MAY 2020

- NATIONAL MEDIA – CRM SELECTED
- JOIN CONNECTION COALITION UK
- 1000 NOTES OF FRIENDSHIP EXCEEDS TARGET

JUNE 2020

- UNIVATIVE UNIVERSITY CHALLENGE TO END LONELINESS IN STUDENTS
- VIRTUAL SOCIAL CENTRE REACHES 500 PARTICIPANTS



NINE IN GREAT COMPANY

9.0 IN GREAT COMPANY

At Feros Care and In Great Company, we're blessed with an army of kind, talented and giving volunteers who help make our clients' lives happy, bright and bold. 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.





Client John and volunteer Wendy have become great friends thanks to In Great Company.

Our volunteers come with a diverse range of skills, interests, abilities, ages, language groups, backgrounds and experiences. We are proud that our volunteers feel supported and encouraged to share their own time with our seniors.

It's a rigorous process to become one of our volunteers, because we want the very best for our clients and residents. Volunteers go through an interview process, reference checking and an orientation process – just like every Feros Care employee.

Throughout 2019/20 our wonderful volunteers contributed a total of 18,402 hours to their community – we thank each and every one for such an amazing effort!



220 VOLUNTEERS **18,402** VOLUNTEER HOURS

COVID-19

With COVID-19 putting a pause on face-to-face volunteering visits, In Great Company pivoted and became more creative in the way the program is delivered. At the start of the pandemic volunteers began reaching 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.

The pandemic brought out the best in us and we had many volunteers supporting the Kindness Warriors initiative, with a goal to spark joy in the lives of our seniors. The team made phone calls for birthdays or special occasions, sent hand-made cards, and completed other beautiful and unexpected acts of kindness. The Kindness Warrior team is just another way that we live and breathe our values every day.

A VOLUNTEER FOR A VOLUNTEER

Kevin has been a volunteer for many years. Now it's time for Andrew to take over the reins and become a volunteer for Kevin himself. Watch their heart-warming story.

Click the image to the right, or visit <https://youtu.be/aWJAM5HTlpw> to watch the video.



WATCH THE VIDEO ▶



TEN

CUSTOMER CARE

10.0 CUSTOMER CARE

Our customer care teams are the heart of our business and are the first experience many clients, participants and their families have with Feros Care. At Feros Care we have two dedicated call centres both kept extremely busy throughout the year, helping new clients and participants on their Aged Care or National Disability Insurance Scheme journey.



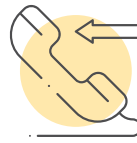
10.1 FEROS CENTRAL CALL CENTRE STATISTICS

Feros Central is the heart and first point of contact for our aged care clients at Feros Care. The Feros Central team are the hub for nurturing and developing strong relationships with potential clients, new clients and their carers and families.

The caring team get to know each client individually to understand their needs and goals, while ensuring clients have the supports that they need to live independently in their community.

The work of the Feros Central team touches many areas of the client life cycle. This begins the first time the client contacts Feros Care, and follows on through to the rostering of the Community Service Workers, Clinicians and Wellbeing Managers out in the field to assist clients with their needs.

We truly care for our clients and strive to provide the highest level of client experience in every interaction.



126,478
INBOUND PHONE CALLS



106,517
OUTBOUND PHONE CALLS



652
WEBCHATS

10.2 LOCAL AREA COORDINATION CALL CENTRE STATISTICS



59,413
INBOUND PHONE CALLS



68,541
OUTBOUND PHONE CALLS



64
WEBCHATS



MEET CARLEE

VIRTUAL LOCAL AREA COORDINATOR TEAM MAKING IT EASIER FOR PARTICIPANTS.

Meeting with a Local Area Coordinator (LAC) can be difficult to fit into busy lives. That's why the Feros Care LAC service offers different options to participants and their families and carers. Face-to-face meetings at our office, our participant's home or even a café work perfectly for some, especially when creating first plans.

For others, including parents who work full-time, attending a face-to-face meeting just isn't convenient. That's where our Virtual LAC Team come in. Based in Tweed Heads, our team of Virtual LACs provide over the phone

plan options for participants across all our service areas. And during 2019/20 they introduced virtual services outside of normal business hours.

Feros Care Virtual LAC, Carlee Williams enjoys providing virtual services to participants. "I speak with so many people from all five of our service areas that I've developed a broad local knowledge of each of them. My colleagues are the same."

READ THE FULL STORY [HERE](#) OR VISIT [FEROS.CARE.COM.AU/MEET-CARLEE](https://feroscare.com.au/meet-carlee)



ELVEN

OUR BOLD PROJECTS

11.0 OUR BOLD PROJECTS

Throughout the year our team of creative tribal shapers develop various Bold Projects. These projects align with our Feros Care values and are examples of how we're living and breathing our values every single day!



11.1 GROW BOLD WITH DISABILITY PODCAST

The Grow Bold with Disability Podcast was launched in March 2020, just prior to COVID-19 taking hold. 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.



WATCH THE VIDEO

Click the image above, or visit https://youtu.be/v7AnjhYu_Lg to watch the video.

The Grow Bold with Disability podcast by Feros Care is a place where we discuss the taboo, the uncomfortable and funny side of living with disability. You will hear uplifting stories of people overcoming adversity, along with educational and informative episodes about the disability sector.

The podcast is now into its second season and has had 10,000 downloads since launch. Our aim is to keep them coming and we'd love your support. You can help us bring you more by simply subscribing and listening to the podcast. Available on Apple Podcasts, Google Podcasts and Spotify, we know you'll love listening!

11.2 INTERGENERATIONAL CHOIR

Participants are singing the praises of a beautiful program that has seen 25 preschoolers join 30 aged care residents to form an intergenerational choir at Feros Village Byron Bay.

After six weeks of rehearsals, residents from Feros Care villages, alongside children from Byron Bay Preschool, showcased their talents during a performance in November. Under the guidance of choir master, Melia Nauhton, who heads up the Byron Bay 'Shire Choir', the group performed a variety of songs including Yellow Submarine, Edelweiss and some tribal 'call-out' songs.

Choir master Melia Nauhton said this was the first time she had worked on a project that connected 'four and



WATCH THE VIDEO

Click the image above, or visit <https://youtu.be/q7Z7-EatIGo> to watch the video.

94-year-olds'. "It's so beautiful to watch the children's faces as they sing to the old people and to witness the genuine connections," she said.

11.3 GRAN SLAM

A major highlight for the year was Gran Slam. Feros Care, in partnership with Everybody Now! launched Gran Slam, a slam poetry event for bold seniors.

The program was launched at Byron Writers Festival, and aims to inspire, create friendships, share ideas and break down stereotypes. Under the guidance of an expert poet and literary performer, participants learn how to write and perform slam poetry to move and inspire, exploring tools and advice for crafting a great poem that can be expressed through spoken word.

Gran Slammers are people with a declaration to make, a voice to be heard, an opinion to be penned – regardless of their prior experience in poetry. They are a group of enthusiastic individuals, extraordinary in their own way – and yet, what they give voice to can resonate with us all.

The Gran Slam project gave them the skills and platform to express themselves through prose and performance, and access to a wealth of knowledge that made the final performance a riveting success.



WATCH THE VIDEO ▶

Click the image above, or visit https://youtu.be/7jmPLwUpu_c to watch the video.

One of the defining (and mistaken) characteristics of slam poetry is that it's the art of the young. That older generations don't have the passion, the means, or the ideas to express themselves through performance poetry – and that's exactly what Gran Slam aims to challenge.

Gran Slam was so successful in 2019, that it's set to make a comeback in 2020. Watch this space!



The Gran Slam class of 2019.

11.4 ASK GRAN NOT GOOGLE

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.

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

As part of the program, students are asked to write or video message questions to seniors in their life – from close grandparents and those miles away to neighbours or community members.

During 2019/2020, 35,141 school students were able to experience the valuable wisdom of seniors via the Ask Gran Not Google program. It proved so popular that we had to put registrations on pause to make sure we could satisfy demand.

Students, seniors and the teachers who 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.

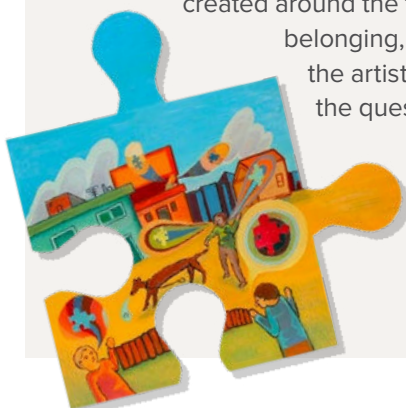
11.5 THE CONNECTION PROJECT

Almost 100 professional and emerging artists from across Australia donated their time and skills to create a giant piece of artwork in the shape of a jigsaw puzzle to help solve the puzzle of loneliness in Australia.

Dubbed ‘The Connection Project’, the collaborative arts project was an initiative of Feros Care and our charitable initiative, Be Someone For Someone.

The end product was a 360-piece giant jigsaw created around the theme of connection and belonging, with each piece depicting the artists’ individual response to the question “I feel most loved when...”.

Designed to start a national conversation around loneliness and



to raise money for Be Someone for Someone, the response from the art community was overwhelming, with artists across all genres taking part.



Click the image above, or visit <https://youtu.be/45FIVzvOmQE> to watch the video.

“

**WE DON'T STOP PLAYING BECAUSE WE GROW OLD;
WE GROW OLD BECAUSE WE STOP PLAYING.**

GEORGE BERNARD SHAW

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