



ANNUAL REPORT

**FEROS CARE GROUP
2018-2019**



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CHAIR AND CEO REPORT

**IT IS A GREAT PLEASURE TO PRESENT THE
2018-19 ANNUAL REPORT FOR FEROS CARE,
ASPIRE4LIFE AND WOMMIN BAY.**

The Board, executive staff, management and volunteers of Feros Care, can be proud of their exceptional achievements this year which have resulted in growth, diversification of services and a further increase of staff and clients during the year.

The past year has been very productive, as well as challenging. With the exceptional commitment and work ethic of all our staff, together with the application of a flexible strategy approach to deal with the challenges, our organisation has achieved a very positive and productive outcome.

This result was achieved during reactive changes in the Aged Care industry and the increased workload on staff, to gather data from the past five years, to provide our submissions to the Aged Care Royal Commission, the implementation of the new single quality framework and a range of new regulations and compliance requirements from government.

In the 2018-19 year, client numbers grew from 55,732 to 60,937, with over 900 staff, 800 service partners and 150 volunteers. This growth was due to new services within Aspire4life, growth in participants within our NDIS Local Assessment Coordination and community care programs, including new service partnerships and growth in Home Care Packages. This growth has been a great achievement in a very competitive climate.



ALLAN LIND
Chairman of the Board



JENNENE BUCKLEY
Chief Executive Officer

Overall performances of all Feros Care project teams have been exceptional with some of our innovations being recognised in state and national awards including:

- **2018 Better Practice Commendation Award – Grow Bold – Winner**
- **2018 Better Practice Commendation Award – Trial to Smiles – Winner**
- **2018 ACSA Innovation in Service Design – Highly Commended**
- **2018 MACA Media Awards Advertising Category – Winner**
- **2018 SMMI Awards Best Social Good Campaign – Finalist**
- **2019 NFP Technology Innovation – Winner**

Our NDIS Local Coordination Services in Mackay, Townsville, ACT, Northern Adelaide and the Barossa supported over 19,000 participants in the last year. Achieving a contract extension to 2021 which is a testament to the enormous commitment and passion of our staff in supporting people with a disability to live their best life. The teams had undertaken over 3,500 community engagement and capacity building activities during the year, launching successful projects including



the GP Connect project in South Australia and the Mackay Aboriginal and Torres Strait Islander Pathways project.

It has been a successful year for Aspire4life with the extension of our contract with the Regional Assessment Service (RAS), the expansion of our footprint into Illawarra and Southern Highlands of NSW. Aspire4life was also awarded two new contracts: the pilot of the new reablement model of assessment for aged care and a new contract to operate the Department's Veterans Home Care Assessment service in Sydney regions.

The establishment of Aspire4life as a subsidiary in 2017, to ensure that our RAS operations are at arm's length from Feros Care, was an important decision. This subsidiary is an essential entity to enable Feros Care to apply for new RAS contracts, so further procedures will be put in place to ensure Aspire4life operations have no conflict of interest with Feros Care.

Our residential aged care villages all had celebrations in the last year, with Feros Village Bangalow and Feros Village Byron Bay achieving 3-year accreditations through the new unannounced accreditation regime by the Aged Care quality and Safety Commission. Feros Village Wommin Bay major renovation has been completed and we celebrated the re-opening of the village and their 25th Anniversary of operations.

The villages have provided exceptional services in what is very difficult conditions in relation to the levels of government funding. They have maintained occupancy and their financial positions have stabilised. Like majority of regional providers, our residential villages face ongoing financial pressures and we thank the managers and staff of the village in working hard to manage the sustainability of our villages. It is hoped that the Royal Commission will determine that there is an urgent need for additional funding in Residential Aged Care to ensure the future viability of these critical aged care services. Despite the pressures, the residents have had opportunities to live their best life through a range of innovative programs, including our Bold Ballerinas, Sprung Dancers, Writers' Festival, Grand Gamers and a range of positive living programs that have reached national media.

Our Media and Marketing has been a highlight feature this year with many projects promoting the Feros Grow Bold brand. This included the Fearless Films red carpet launch event with short films featuring nine individuals over the age of 75 living a fearless life in the Northern Rivers or NSW. The films were then showcased on Virgin Airlines domestic and international inflight entertainment from April to June for the world to see. These projects led to winning State Awards on Positive Ageing.

Diversification has been a focus this year to reduce the reliance on Government contract revenue. Commercial relationships have been achieved, including Medibank Private, a Central Eastern Sydney Primary Health Network contract extension to include Norfolk Island and the Gold Coast Health and Hospital transitional care project that has led into a relationship with Queensland metropolitan transitional care opportunities.

Diversification will continue to be a strategic emphasis, with a set goal that Feros Care will reduce Government revenue sources to under 50%, to minimise future risks associated with possible reform changes in the aged care sector.

Feros Care continues to invest in and create with the best possible digital solutions to enable staff to deliver services to customers who need support

and to maximise outcomes for customers, including independence, security and connectivity. Highlights have been the launch of our MyFeros Portal, Virtual Social Centre and client management systems. Feros is currently in planning for the implementation of a new ERP to enable major efficiencies within our business services and support functions across the organisation.

To update and emphasise our organisation's purpose, we have launched our new Corporate Values, which reflect our uniqueness and commitment to our mission and our much more bolder aspirations we have for our clients, staff, partners and volunteers. Investing in the development of our current and future leaders through our Bold Leadership and Bold Wisdom programs ensures we are in a position to enable all our staff to do their best life's work at Feros.

The achievements throughout this year must be accredited to the Feros Care team, to the executives, all managers, staff and volunteers.

Their commitment, resilience, pride, and willingness to put every effort into their roles, ensuring our commitment to clients, residents, participants and customers and implementing new service models and next practice, was exceptional.

On behalf of the Board we thank and acknowledge all of you, for your valued efforts and contributions, which have been vital to our achievements across our organisation during the past year.

During the year, the Directors of our Board were invited to participate in a range of Feros functions and events including the Seven Star Graduation and Years of Service Ceremony, the Fearless Films Launch, the launch event of the New Values, the celebration opening of the Wommin Upgrade, and 25th birthday celebrations. This provides Board Members with opportunities to participate and engage with Feros Staff and acknowledge their achievements. It was a pleasure to attend these functions and events.

With the Royal Commission into Aged Care, the continued Aged Care reform agenda and the recently announced Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability,

Feros care operates in a continually changing and highly demanding environment. It is important for Feros Care to continue to combine our strategic flexibility, our bold vision and good decision making, to continue its great success into the future.

Finally, we thank our Directors, managers, staff and volunteers for their valued contributions and support during the year. Also, a special thanks to those staff who provided crucial support to the Board and to those Directors who chair Board Committees. Your support is greatly appreciated and has been essential to our governance decisions and outcomes throughout the year.



ONE ABOUT FEROS CARE

OUR MISSION

At Feros Care, we have the privilege of supporting seniors who are determined to squeeze the most of every day. Seniors 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 don't just want people to live. We want them to dream, to get their feet wet and their hands dirty. To laugh, have friends, be happy. To have ambitions, plans, passions.

We call it Growing Bold.



OUR NEW VALUES

In 2018/19 we launched our new corporate values – which are unique to Feros Care and are at the heart of everything we do.

Our values are not just words on a wall. They are unique to us and underpin our much bolder vision and aspirations for – our clients, residents, participants, customers, consumers, and staff.

Our commitment to involving both staff and clients in the creation of our values has ensured that our values

accurately depict who we are now, and who we aspire to be. These values set us up for success, and ensure we remain relevant to our customers and staff.

Each value is important in its purpose, powerful in its meaning, and aspirational in what we want to achieve at Feros Care.

These values drive our behaviour, and as a result people can feel them when they work with us, visit us, or receive care or service from us.



GAME CHANGERS

We think outside the box and like to explore new ways of doing things. We constantly seek new learning, looking for new opportunities and improvements at every turn. We speak up and challenge the norm in the spirit of always striving to deliver something better for our clients.



TRIBAL SHAPERS

We need each other to thrive, survive, grow, and be the best version of ourselves. We show our true strength when we collaborate, embrace our diversity, and support one another. Every individual plays an important role in contributing to our mission. At Feros Care, everyone matters.



DREAM MAKERS

Our mission is to truly understand what is important to our clients, to create and deliver an experience that goes above and beyond expectations. We encourage people to dream big and work together to help others realise their dreams, no matter how big or small.



VIBRANT CREATORS

We are passionate about having fun at work and bringing play into all that we do. We approach work with a positive attitude and energy that is contagious. Being able to be express your true self (quirks and all!) is always encouraged.



KINDNESS WARRIORS

We hold kindness at the heart of everything we do. We are generous in sharing knowledge, compassionate in our interactions, open and honest in conversations, and always prioritise supporting our clients and colleagues. We display acts of kindness every day, with unwavering determination and endurance.

OUR CARE PRINCIPLES

We believe it is an honour to care for our community and our approach to care is underpinned by six 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.



TWO

ORGANISATIONAL SNAPSHOT

60,937
PEOPLE SUPPORTED

8-100+
CLIENT AGE RANGE

4%
INCREASE IN STAFF

64
LANGUAGES
SPOKEN BY STAFF

1,000,000+
CONNECTIONS WITH CLIENTS



OUR FOOTPRINT

From our beginning more than 29 years ago in Byron Bay, we've grown to care for people in our communities from Townsville to Hobart, and Adelaide to the ACT.

THREE

OUR CLIENTS



60,937

PEOPLE SUPPORTED

We make a difference to the lives of our clients in big, small and bold ways! Aged from **8 to 100+**, they're a unique and diverse cohort and the unique services we provide help them to live their version of a bold life.

314,179

COMMUNITY SERVICES DELIVERED

526,212

HOURS OF COMMUNITY SERVICE

404,091

CALLS WITH CLIENTS AND PARTICIPANTS



FOUR

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.

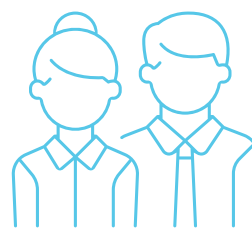


OUR WORKFORCE STATISTICS

Our people achieve their best life's work at Feros Care every day. They truly are game changers, tribal shapers, dream makers, vibrant creators and kindness warriors.

In 2018/19, the community was supported by **898 Feros Care staff** and **156 volunteers**, which is a **4% increase** from the last financial year.

We have a diverse workforce at Feros Care, as evidenced by the **64 languages spoken** by staff. A recent survey has indicated that **95% of staff say they are treated fairly**, regardless of their age, race, religion, sexual orientation or ethnicity.



898

FEROS CARE STAFF

156

VOLUNTEERS

4%

INCREASE IN STAFF

64

**LANGUAGES SPOKEN
BY STAFF**

95%

**OF STAFF SAY THEY ARE
TREATED FAIRLY**

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, who live and breathe our values.



MEET REBECCA

"There has to be a better way".

That's what registered nurse Bec Wilkinson thought in 2003 at her first job in a nursing home when she'd been told to wake up an elderly resident at 5am for a bath.

"I just thought, 'there has to be a better way – a better way to age; a better way to deliver services, be it residential or in the community'."

16 years on, Bec has found a "better way" through her work with Feros Care. Bec is in charge of the coordination of Government-funded Home Care Packages for seniors living in the community.

Bec says it's about finding someone's purpose. "We try to strike a balance between helping and supporting people; and also focusing on their independence, which empowers them to live their best life."

For Bec, it's a privilege. "We are there with people and their families – helping them find themselves again; helping them find their independence again; find their happiness again – and that's just a really rich experience that can't be put into words."



MEET ANGELA

For aged care worker Angela Diamond, some days it feels like she is being paid to smile.

And while her busy job as a Community Support Worker for Feros Care requires more of her than that, sharing a smile and a laugh with her clients is at the top of her to-do list.

“If I can walk into a person’s home and put a smile on their face, in a lot of ways, I feel like my job is done,” says Angela.

“I get to laugh with people every day – Feros Care encourages that, it’s

part of our company’s ethos.”

“I know aged care and disability services have received a bad rap, but Feros Care is different; their clients matter to them.”

Angela says through Feros Care she supports people to live their life – rather than ‘take over’ their life.

“It’s important for people to keep their independence and dignity and make their own choices – we’re just here to help when needed,” she says.



MEET TROY

As is the case with many jobs, it’s the people you work with that make your days pass by with more enjoyment. And this couldn’t be truer for Troy Delaney, maintenance officer at Feros Village Byron Bay.

“Whether it’s changing a light globe or helping them out in their garden, I feel as though taking care of our residents’ needs is the most important and rewarding part of my job.

“Most of the time the tasks are easy for me to do, but not so easy for our residents – so it means the world to them, and I like being able to help them out.”

While Troy is often tasked with making sure residents’ needs are met, he sees it as a two-way street, as he receives much from them in return.

“It’s amazing to learn about the lives they have lived – many of them grew

up in a very different world to the one we live in today, so it’s fascinating to hear about what life was like back then.”

One of Troy’s favourite projects is working in the garden with the Village’s residents.

“At Feros Village Byron Bay, residents have their own veggie patch and really like getting out in nature and the fresh air – I enjoy sharing that with them, and it’s so great to be able to call this my job.”

Troy’s colleagues describe him as the silent achiever. Troy goes above and beyond his call of duty as the maintenance officer for his residents. He has buried much loved pets, stepped in as the bus driver, the removalist, a friendly ear for anyone in need, served breakfast if someone calls in sick, and above all he is a mate to all.

OUR DEVELOPMENT



Organisational development was a key focus for our people in 2018/19.

This year we congratulated the Seven Star class of 2019 and said farewell to the Program after 9 years since its beginnings in 2010. Over the past 9 years, we have seen **150 staff participate** and **69 staff graduate** from the program. In addition, **15 staff received a Nationally Recognised Qualification** in Leadership and Management.

In 2018/19, we introduced our new staff leadership development program called ***Bold to the Bone***. Bold to the Bone is a unique learning experience. It's not an off-the-shelf program, nor is it something participants are passive in.

This program has four modules in total. The first three foundational modules were developed in collaboration with Pragmatic Thinking and are called Bold Identity, Bold Conversations and Bold Decisions. These modules blend behavioural science and practical tools to support our people leaders. The last module is called Bold Coaching and was developed by our lead trainer Kim Bruton. Bold Coaching supports our people leaders to develop skills to empower, build capability and motivate their staff.

Feedback from Bold to the Bone leader:

“

I learned that I've got this. Far from being a perfect manager, but on my way to becoming better. And I have all the support from my mentor, my peers and Feros Care.

In addition to the new leadership program, we rolled out training opportunities focused on understanding and preventing dementia. The two courses on offer to our staff were run by the University of Tasmania.

The first course was called Understanding Dementia and was 7 weeks in duration. **58 of our staff completed the training.** Understanding Dementia addresses the foremost issues surrounding dementia, providing avenues for discussion as well as rich global networking opportunities to engage with this major international health Issue. The course provides knowledge designed to maximise quality of life across the trajectory of dementia for people with the condition, their families and carers.



The second course was called Preventing Dementia and was 4 weeks in duration. **47 of our staff completed this training.** Preventing Dementia covers the key concepts of dementia prevention, Dementia risk, the benefits of a healthy and active mind and interventions for prevention.

OUR ACHIEVEMENTS



We love helping people Grow Bold, and we're honoured to be recognised for our efforts and innovations. In 2018/19 we continued to build our reputation as a reliable, flexible and compassionate people care organisation.



WINNER

**2018 BETTER PRACTICE
COMMENDATION AWARD –
GROW BOLD**



WINNER

**2018 BETTER PRACTICE
COMMENDATION AWARD
– TRIAL TO SMILES**



HIGHLY COMMENDED

**2018 ACSA INNOVATION
IN SERVICE DESIGN**



WINNER

**2018 MACA MEDIA AWARDS
ADVERTISING CATEGORY**



FINALIST

**2018 SMMI AWARDS BEST
SOCIAL GOOD CAMPAIGN**



WINNER

**2019 NFP TECHNOLOGY
INNOVATION**



A photograph of three people of different ages walking on a beach. On the left is a Black man in a dark blue long-sleeved shirt and blue shorts, carrying a bright yellow surfboard. In the middle is a white man with a beard in a dark blue long-sleeved shirt and green shorts, carrying a blue surfboard with yellow star patterns. On the right is a white woman in a yellow and blue long-sleeved shirt and blue shorts, carrying a pink surfboard with a blue pattern. They are all smiling and walking towards the right. The background shows the ocean and a blue sky.

FIVE

OUR
SERVICES

ENABLING BOLD LIVES

Our services are designed to encourage the Grow Bold ethos. We don't just want our clients to live. We want them to dream. To get their feet wet and their hands dirty. To laugh, have friends, be happy. To have ambitions, passions, plans.



AGED AND 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 THE COMMUNITY SERVICES

We're proud to have over **400 Care Staff** and **800 Service Partners** out in the community who provided over **244,000 hours of support** to our senior clients in 2018/19.

We provide people care in the community through a range of government funded programs — Home Care Packages (HCP), Commonwealth Home Support Program (CHSP), Short Term Restorative Care (STRC) and Veteran's Community Nursing. We also offer private services to our clients.

Meet two of our clients receiving care in the community – Mick and Alice.

400+ CARE STAFF **800+** SERVICE PARTNERS
244,000+ HOURS OF SUPPORT



MICK MAKES FULL RECOVERY

Sunshine Coast senior citizen Mick East has always looked on the

bright side – a positive attitude that has been a recipe for an independent, active, healthy and happy life.

But after being struck down suddenly with a serious leg injury – leaving him in a full splint for several months – for the first time in his life, the widower needed full-time care to keep living in his high-set home.

“I couldn't do anything for myself – I was completely

immobile and rigid from my groin to my ankle, so I needed support if I was going to be able to stay in my home,” he said.

“Not having to worry about things like cooking, washing and mowing the lawn took away such a burden during a tough time, allowing me to focus on staying positive and making a full recovery comfortably, independently and safely.” Once Mick had almost

fully recovered, he pared back his in-home package to basic services with Feros. These days, he still enjoys shopping, cooking meals and keeping mobile – and is grateful to Feros for a little help around the house and garden.

“I used to walk outside every day without fail, but my commitment to that fell away – so Feros arranged for a treadmill in my house, and now I never miss my half-hour walks,” he said.



ALICE CARTER IS HAPPY TO HAVE 'SOMEONE IN HER CORNER'

Alice is legally blind, but she doesn't want everything done for her; she just wants a bit of help and support.

“Angela takes me shopping, but she doesn't take away my independence,” she says.

“She lets me do it all myself, until I ask for help. And that's what I want – I don't want somebody who pats me on the back and does it all for me.

“I need to be independent, I don't want anybody to take away my freedom and liberty. I just need help – and that's what I've got from Feros Care.”

It started with a phone call to Centrelink.

“Feros Care have guided me all the way,” Alice says.

“Feros Care just said ‘we're here to help Alice’ – and that's what they did.

They helped me navigate the system and access the funding. They really stood by me and made the whole process simple.”

“Having Angela has given me something to look forward to. She's given me back my confidence – not just outside the house, but at home as well. If you find the right help, it will change your life for the better.”

RESIDENTIAL VILLAGES

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 2018/19 we cared for **224 wonderful residents**, who all 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 located at each of our villages ensures there is always something happening should residents choose to participate in group activities – including morning teas, sing-a-longs, regular outings, and visits from members of the local community.

BOLD BALLERINAS PROJECT

One of our residents' favourite activities in 2018/19 was the Bold Ballerinas project. Our residents attended ballet lessons aimed to improve strength, balance and flexibility through dance – joined by curious pre-schoolers. This project strengthened not only muscles, but also human connection.

Watch the video below to learn more.



FEROS VILLAGE WOMMIN BAY REFURBISHMENT

In 2019, we launched the refurbishment of Feros Village Wommin Bay with a celebration involving staff, members, residents and their loved ones. The day included art workshops and laughter yoga, followed by canapés catered by our talented residential chefs, a jazz band, and even greater company. It was a night to remember!



VOLUNTEER PROGRAM

At Feros Care, we're blessed with an army of loving, talented and giving volunteers who help make our clients lives happy, bright and bold. From bus drivers to yogis, bakers to expert chatters, our 156 volunteers play an important part in the lives of our residents in our residential villages and out in the community.

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

It's not an easy process to become a Feros Volunteer. 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.



THE IMPORTANCE OF REMINISCING

Our volunteers can be there for our clients in many wonderful ways, but one very important purpose of our volunteers is to just be there to listen. Reminiscence therapy is recognised as an important way of reviewing past events that is usually a very positive and rewarding activity for seniors who experience a memory loss condition. Even if the person with dementia cannot participate verbally it can still give them pleasure to be involved in reflections on their past and help to rekindle interests and hobbies from their past. At Feros our volunteers are expert at providing just that, a listening ear to reminisce with.

A wonderful example of this can be seen in the dynamic duo – volunteer Chelly and client Pamela. Pamela, 96 yrs, was hesitant at first to request for a volunteer. But once she met Chelly they got along like a wildfire. Chelly visits Pamela regularly, even when Pamela is in respite. They love to talk about the time in Pamela's life when she performed on stage in England and later in life when she was a reporter – often over a cup of coffee at their local café. Their connection has changed both Chelly and Pamela's life for the better.



DIGITAL HEALTH

We use technology at Feros Care to drive innovations in people care. We invest in technology to improve the services we offer, to care for more people, and ultimately, to improve the lives of our clients. There are a variety of technology innovations our clients benefited from in 2018/19. Read on to find out more.



MYFEROS CLIENT PORTAL

In 2018/19, Feros Care introduced our new client portal called MyFeros. 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, contact our staff via an internet-enabled device, submit client reimbursements, allow dual account access for family, and engage in group messaging.

Since going live at the beginning 2019, the number of registered clients has grown by **over 450%** – averaging **15 registrations** every week! There have been approximately 10,000 logins. And we have now had a total of over **2400 messages** received through the portal.

450%
GROWTH IN
REGISTERED CLIENTS

15
AVERAGE REGISTRATIONS
PER WEEK

2,400+
MESSAGES RECEIVED

In an Australian-first initiative, MyFeros is now integrated with Google Assistant. Meet one of the first clients to trial MyFeros and Google assistant – **Pamela Hanley**.

Pamela was identified as the perfect candidate, by her Wellbeing Manager, to participate in the pilot program connecting her MyFeros account with Google Assistant via Google Home – a smart speaker that allows users to use voice commands to seek information and interact with services.



Following a short stint in hospital in late 2018, Pamela relied on the technology to keep her connected with Feros Care, giving her security and peace of mind.

“I wouldn’t have the independence I have without Feros – and independence is the most important thing you can have.”

“I couldn’t get out of bed to use the computer but was able to ask Google Assistant what Feros Care services I had that day, which staff were coming to see me and at what time.”

“I’ve found it to be an excellent tool and I just hope people use it. They certainly shouldn’t be daunted. I would be lost without MyFeros portal now,” says Pamela.

VIRTUAL SOCIAL CENTRE

The Virtual Senior Centre (VSC) is an inspiring, original and innovative concept that was originally piloted back in 2016 — and due to a positive response, and a grant from the Federal Government, it has fast become a reality!

The VSC is an online live platform allowing its participants to be part of group conversations and to participate in live sessions. Participants connect with like-minded people and are able to choose from a smorgasbord of discussion groups, exercise classes, craft activities, cooking classes and much more.



In 2018/19, there were over **5,968 records of client participation** on the platform. We were also delighted to see over **800 connections** made between the Virtual Senior Centre participants — showcasing the power of the VSC to connect the socially isolated.

This year we had more than **100 partners and hosts** who offer a diverse range of sessions. Below are two examples of sessions that our participants love!

5,968
RECORDS OF CLIENT
PARTICIPATION

800
CONNECTIONS

100
PARTNERS AND HOSTS

VIRTUAL COOKING WORKSHOPS

Karla Gilbert, a Palm Beach local, is an accredited Nutrition and Health coach, fitness trainer and professional iron-woman athlete. Karla started hosting Virtual Cooking Workshops in February 2019, which teach participants to cook a range of meals from winter warmers to high protein meals.

“Being able to help people live healthier (and tastier) lives is really important to me. It is a pleasure to be

able to beam into people’s homes via the VSC and chat with seniors from all around Australia. I am so glad to see they enjoy it, and that they put the recipes to good use.” – Karla

“I always look forward to Karla’s sessions. She is easy to chat with and has great ideas for healthy meals. Everything always looks so tasty. And they are all so easy to make and not too expensive for seniors.” – VSC participant.



OUTDOOR ADVENTURING

Some of the most popular sessions on the Virtual Senior Centre are hosted out and about in the community. An example being a recent visit to the Far North Coast Tropical Fruit World, where participants are shown around the park on an interactive journey with the host. This session was recently hosted by the lovely Kayla, who has been working with Feros Care and the Virtual Senior Centre for 2 years.

"There are so many lonely and isolated people out there, doing each day alone and without connection or care from others. I can't help but imagine what that must feel like, to wake up each day and know you might not get to speak with anyone or have any meaningful interaction. But then, to introduce the VSC into their lives and literally beam laughter and meaning into their lounge-rooms is such an incredible and rewarding thing. It brings community to them. I love what I do."

– Kayla



"The VSC has had a positive impact on my life. It has made me more interested in things and what's going on in the world. I would recommend the VSC to others. It's great because you can do catchups at a time that suits you. The tablet is fantastic, and you can't mess it up. It's so easy to manoeuvre. The VSC is such a handy way to learn new things and to exercise. It's easy! It would be great for people who are immobile."

– VSC Participant.



TELEHEALTH SERVICE

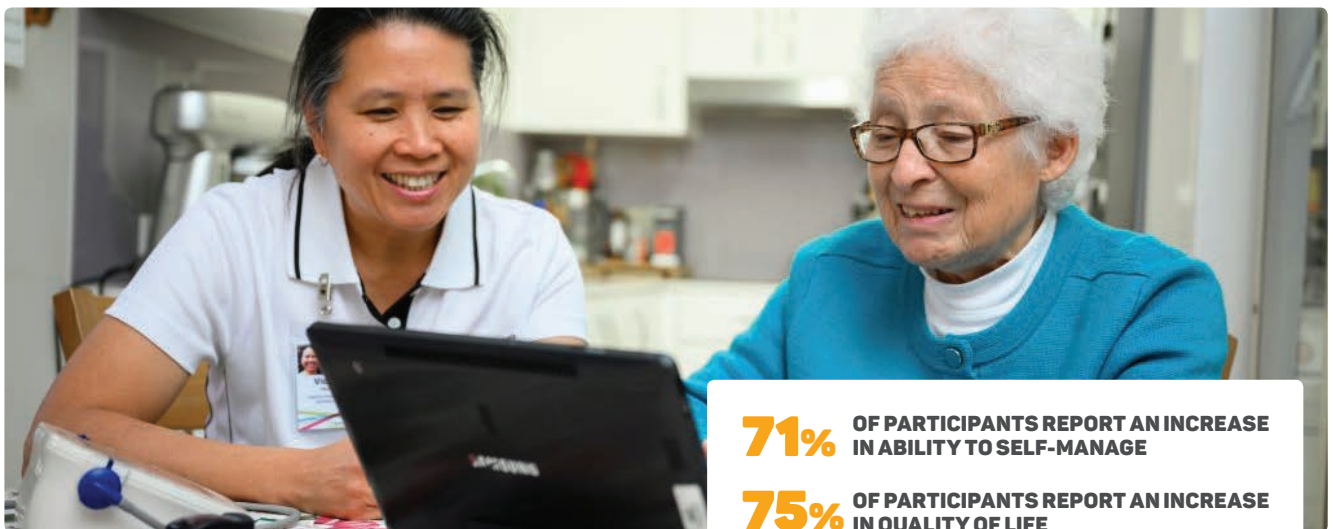
Our Telehealth service, 'My Health Clinic at Home' continues to provide innovative and specialised care to **101 seniors** in the community with over **7,156 daily vital sign readings** taken over the 12 months.

The concept is simple — we provide clients with an easy to use monitor that easily connects them with a Telehealth Nurse, and vital signs monitoring equipment that allows them to share their 'numbers' securely with their nurse as well.

Our Telehealth Nurses monitor clients daily, to check for anomalies with their numbers, and will check in with them via phone or videoconference if something isn't quite right. It's just another way we support our clients to stay in their own homes, and have peace of mind.



STAYING HEALTHY LIVING WELL



In 2018/19, Feros Care launched the Staying Healthily Living Well free 12-week program designed to support people to better manage their chronic health conditions — through coaching on how to monitor their own vital signs and improve their health and wellbeing. The program is funded by the Federal Government, through Central and Eastern Sydney's PHN Program.

The technology offers a range of measurement tools depending on a patient's condition — with the results monitored, analysed and explained by a Feros Care Telehealth Nurse.

One of the key features of the program is its commitment to providing participants with simple-to-use touch-screen technology for regular vital signs readings, video conferencing with Telehealth Nurses, and joining live exercise and health talks.

Since the launch of the program, **71% of participants report an increase in ability to self-manage** and monitor their own health. A further **75% of participants report an increase in quality of life.**

One of these participants is Carmen Mifsud. Carmen said participating in the program had given her extra confidence in managing her Type 2 diabetes.

"Being able to log on to my computer each day and check my health has been a simple process and very reassuring," the 82-year-old said.

"A lot of people don't bother to go to the doctor when they're feeling a little off but that can be dangerous. This technology helps identify any issues and advises me if I should contact a doctor."

LIFELINK

Feros Care's LifeLink 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.

In 2018/19, Feros Care supported **1749 clients** with LifeLink personal alarms. We created **628 smart homes**, which brings out tally to-date to **3098 smart homes across Australia**.

One of the clients supported by a LifeLink personal alarm is Colleen Maynard – who has kept her confidence at home for the past 6 years with a Feros Care Smart Hub.

1,749
CLIENTS

628
SMART HOMES
CREATED

3,098
SMART HOMES ACROSS
AUSTRALIA



INDEPENDENT AND LOVING IT: COLLEEN'S STORY

For Colleen Maynard, keeping her independence means everything. Like so many Australian seniors, she loves where she lives – and wants to keep it that way for as long as she can.

But living alone does have its drawbacks, as the 79-year old explains: “I had my hips and both my knees replaced about 12 years ago and the doctor said I needed some help. Back then I would just get a cleaner once a fortnight. But now, there’s no way I could continue to live on my own without Feros Care. These days they support me with many things to keep my independence.”

Courtesy of a Government-funded Home Care Package, Colleen receives in-home support including help around the house and garden, personal care and physiotherapy. For extra peace-of-mind, she also had a Smart Hub personal alarm installed, so that help is only ever the touch of a button away. It means both

she and her loved ones can relax, knowing that Feros’ emergency response team are monitoring her safety round-the-clock.

With easy-to-use, wireless technology that connects to both a wearable alarm pendant and powerful base unit, the Smart Hub alarm gives you everything you need to feel safe and in control at home, as Colleen explains.

“I’ve had the Smart Hub system for over six years now and wouldn’t want to be without it. I’ve had two very bad falls and having that alarm around my neck was so important. I just let Feros know I was in trouble and they sent someone straight away.”

Colleen knows the day will come when she will have to rethink her living arrangements. For now though, thanks to a handful of special people and the peace-of-mind that comes with having a personal alarm, she’s fine with things just the way they are.



NDIS LOCAL AREA COORDINATION

In 2018/19, Feros Care successfully renewed their contracts for five Local Area Coordination (LAC) regions to provide planning, linkages and support to people with disability from 8 years to 65 years old.

In the year just gone, we had the privilege to support **19,499 participants**, implementing **12,640 plans** and conducting **22,974 plan reviews**. Our Coordinators travelled over **4 million kilometres** to support our community with the NDIS.

Our **169 Local Area Coordinators** hit the ground running with **3,561 genuine community engagement** and community capacity building activities, increasing this activity by 19% compared to the last financial year.

Our Local Area Coordinators are incredible at what they do, which is evident in their combined lived and work experience of **1,813 years in Disability Services**.

In 2018/19, Feros Care had a focus on not just building individual capacity, but more importantly community capacity building initiatives. These 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 12 Information, Linkages and Capacity Building (ILC) projects were initiated. Below are two of our capacity building highlights.

19,499

PARTICIPANTS SUPPORTED

12,640 22,974

PLANS

PLAN REVIEWS

4,000,000

KILOMETRES TRAVELED

169

**LOCAL AREA
COORDINATORS**

3,561

**GENUINE COMMUNITY
ENGAGEMENTS**

1,813

YEARS IN DISABILITY SERVICES



SOUTH AUSTRALIA GP CONNECT

Feros Care partnered with GP Clinics in South Australia to build the knowledge of GPs and their staff about the NDIS and connect new participants with the scheme. This capacity building project was a multi-faceted approach which included the following activities:

- **Provision of in-service meetings, targeted workshops held within GP clinics delivered to GPs, Practise Managers, Clinic staff and Community Nurses;**
- **LACs being present at the clinics to assist people with access requests into the scheme.**

As a result of this capacity building initiative:

- **GPs have an increased knowledge of NDIA Access Request processes, the provision of reports and an**

increased understanding of liaising with the NDIS where required on behalf of the participant;

- **Associated staff at GP clinics have also increased their knowledge of the NDIS and are assisting participants in connecting to mainstream and community supports;**
- **GPs and theirs staff are now upskilled and have become champions of the NDIS and are promoting and training other GPs/staff;**
- **Many new participants have been identified and are now accessing the scheme.**

Due to the huge success of the GP Connect Project in South Australia, Feros Care will be implementing the GP Connect Project in the ACT, Mackay and Townsville service areas in 2019-2020.



MACKAY ABORIGINAL AND TORRES STRAIT ISLANDER PATHWAYS PROJECT

Feros Care initiated the Mackay Aboriginal and Torres Strait Islander Pathways Project in 2019 which aims to build culturally appropriate pathways for NDIS participants using a partnership approach with local Aboriginal organisations.

Feros Care's project partners include the Department of Aboriginal and Torres Strait Islanders Partnerships Mackay Region, Girudala Community Co-operative Society Ltd Bowen, Mudth-Niyleta Aboriginal and Torres Strait Islanders Corporation and Marabisda and Region Aboriginal and Islander Development. Project objectives include working together towards building stronger culturally appropriate pathways for Aboriginal and Torres Strait Islanders with a disability to access NDIS support through:

- **Streamlined referral processes with our project partners;**
- **Working together with our project partners and Aboriginal and Torres Strait Islanders with a disability and their Kin to develop a culturally appropriate Kinship model of service that assist with stronger planning and review outcomes;**
- **Community Yarns to understand the support needs of Aboriginal and Torres Strait Islanders with a disability;**



- **Working in partnership with Aboriginal and Torres Strait Islanders artists to develop engagement tools that allow for culturally appropriate yarning about disability and seeking NDIS support.**

Due to the success with the kinship model, Feros Care is rolling out this project across all 5 service areas in 2020.

THE YEAR AHEAD

Feros Care has an exciting year ahead, with a total of 15 community capacity building initiatives identified nationally for 2019-2020.

These projects aim to build inclusion in the community for people with disability and will also focus on reaching people in hard to reach communities which will assist in accessing the scheme this will include people in specific cohorts including ATSI, CALD, Rural and Remote, Psycho Social and Homelessness.

Of special consideration is also how Feros Care 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.



SIX OUR BOLD PROJECTS

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!



FEARLESS FILMS

Fearless Films is a collection of inspirational short stories showcasing the surprisingly bold lives of nine Northern Rivers seniors over the age of 75.

The innovative initiative between Feros Care and Screenworks aimed to challenge stereotypes around aging by telling the stories of a few Australians that are living their later years in life to the fullest.

Fearless Films launched on the big screen at a dedicated red-carpet premiere on the 4th December 2018 in Byron Bay.



Jennene Buckley, CEO of Feros Care, shared “Tuesday night sitting in the audience watching the launch of our Fearless Films, the 9 seniors introducing their fearless stories, listening and watching the audience reaction to the



WATCH THE VIDEO ▶

Click the image above, or visit <https://youtu.be/a3TdmOCNY1A> to watch the video.

most inspirational stories, was one of my most proudest moments at Feros Care.”

And in April 2019, our films took flight in Virgin In-Flight entertainment.

Watch the season one trailer above now or watch the full season one here: feroscare.com.au/fearlessfilms

MYFEROS GOOGLE ASSISTANT

Together, our MyFeros self-service portal and Google Assistant’s cutting-edge technology help aged care clients live at home longer, regardless of age or ability.

One wish we all have as we are growing older is to continue living independently in our own homes. As ailments and old age advance on us, it’s natural that we seek the comfort and familiarity of our homes – however, staying at home can become increasingly difficult when it comes to limited mobility or different conditions and disabilities.

In an Australian-first initiative, Feros Care has found a solution with Google.

Paired and configured with a Google Home device, MyFeros users will be able to ask Google for confirmation of their services or appointments, ask for new services to be booked, or contact Feros Care straight away – from the comfort of their chairs!



Check out how this has helped our clients with the below video.



WATCH THE VIDEO ▶

Click the image above, or visit https://youtu.be/9e84zw_q8TQ to watch the video.

ASK GRAN NOT GOOGLE



In 2018/19, Feros Care was awarded a Federal and NSW Government grants to roll out the Ask Gran Not Google program across Australia – a successful inter-generational project that encourages children to seek the wisdom and life experience of a senior before searching the internet for answers.

Following the successful pilot of the Ask Gran Not Google in the 2017/18 financial year, Feros Care was awarded government funding to roll the program across Australia – with a target to reach 110,000 students.

We are well on our way to reaching our target, having touched the lives of over 44,000 students and their senior loved ones in 2018/19.

To launch the project in style, Feros Care live crossed using our Virtual Senior Centre from Beenleigh State High School to Minister Ken Wyatt at the Parliament House in Canberra. The kids from Beenleigh loved the experience and valued the knowledge shared by our politicians at the Parliament House.

We love reading feedback from the students and teachers who participate in the project. We received the below lovely message from Emma Smith, a teacher at Peregrin Springs State School:

“

Thank you so so much!! Our package arrived here at school today and we are beyond excited!!! They are the coolest little packs! What a fantastic initiative, particularly as we are having our special grandparents' day this term, it couldn't have come at a better time! Thank you, thank you, thank you!

For more information on how to get involved in the Ask Gran Not Google project, visit <https://www.feroscare.com.au/ask-gran-not-google>

SPRUNG INTEGRATED DANCE & FEROS CARE

The power of dancing is undeniable. And so is connection. Feros Care collaborated with the Sprung Integrated Dance Company to bring two marginalised sectors of our society together to smash stereotypes about ageing and ability.

For six weeks, our Byron Bay residents attended dance workshops with the Sprung and their dancers with disability – to work on a collaborative performance.

On the 2nd of December, our residents performed their rehearsed piece and amazed the crowd with their dancing in a French café themed performance. The performance included three very talents dancers, who also happened to have Down syndrome.

Sprung president Dr Robyn Brady said the project had not only benefitted the seniors, but also the dancers and choreographers who have been inspired by our seniors zest for life and willingness to try new things.



WATCH THE VIDEO

Click the image above, or visit <https://youtu.be/5bDJJe6CJj-E> to watch the video.

“This project gives our dancers the opportunity to form intergenerational connections and a deeper respect for seniors. It also gives us the chance to showcase to the community that age and ability is no barrier if you have the will to give it a go,” she said.

To watch their performance, click on the video above.



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