

# bold



**YOUR  
FEROS CARE  
STORIES**

# CONTENTS

- 03** CEO'S WORD
- 04** 93 YEARS OLD AND STILL RIDING QUAD BIKES
- 06** A TALE OF LOST LOVE FOUND
- 08** GOOGLE HOME MAKES LIFE EASY FOR NANETTE AND GLENN
- 10** JAZMIN BLAZES TRAILS
- 12** TAKING HER HEALTH INTO HER OWN HANDS



- 24** MEET CHRISTINE – THE CAREWORKER CHANGING LIVES ON THE GOLD COAST FOR MORE THAN 15 YEARS
- 26** HOW SOCIAL PRESCRIBING CAN HELP CHANGE A LIFE
- 28** SLOWLY RESTORING TRUST: USING TECHNOLOGY AFTER A SCAM ATTACK
- 30** BRAIN GAMES
- 31** CROSSWORD



- 14** THE 8-WEEK PROGRAM THAT CHANGED JOHN'S LIFE
- 16** "LIVE THE LIFE YOU WANT, ON YOUR OWN TERMS"
- 18** "I KNOW MUM IS OKAY AND I DON'T HAVE TO WORRY"
- 20** VIRTUAL SOCIAL CENTRE A GODSEND FOR ROBYN
- 22** IT HELPED IMPROVE MY DAY



## ABOUT FEROS CARE

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.

## CONTACT US

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# WELCOME



We say ‘grow bold’ a lot at Feros Care – but it’s more than just a phrase. It’s our ethos, it’s in our DNA. It’s a constant question; how can we help our clients to live their version of a bold life? And that’s exactly what you’ll find in this edition of **bold**, a magazine that celebrates the bold lives of our seniors.

Take Daisy, our cover model! Yes, that’s her on the quad bike at 93. She uses it daily to get around her farm. She wants to stay living where she always has, and we’re there to support her to do just that. You can read more about the wonderful Daisy on page 4.

There’s so much more to love in this edition as well – including a feature on Jazmin, a trailblazing transgender tarot card reader. Jazmin is one of our stars from Fearless Films Season 3 and the epitome of somebody who has always lived a bold life, on their terms.

You’ll also find tales of lost love found, people taking their power back after being scammed online and even passionate poetry.

This magazine is for you, our clients, their family and friends and anyone who believes in celebrating bold lives.

And if you have a story to share with us – we’d love to hear it. Email us at [marketing@feroscare.com.au](mailto:marketing@feroscare.com.au) and we’ll be in touch.

In the meantime, enjoy!

*Karen*

**Karen Crouch**  
CEO



# 93 YEARS STILL R

DAISY GREEN HAS LIVED EVERY ONE OF HER 93 YEARS ON HER FAMILY FARM AND THERE'S NOWHERE ELSE SHE'D RATHER BE.

“People can’t understand why I’ve wanted to stay in the same place all my life but that’s what I like. I’m a ‘stay put’ person,” says Daisy, whose parents bought the farm on Palmers Island near Yamba on the Northern New South Wales coast before she was born.

Daisy is the youngest and last remaining of three siblings – all of whom lived out their years on the mixed-farm that in the almost 10 decades it’s been owned by the Greens, has cultivated dairy cows, sugar cane and bees.

Her brother Jack loved the bees; her sister Amelia was an avid gardener and cook; while Daisy ‘did a bit of everything’, including driving the tractors.

Daisy is still driving today, swapping tractors and cars for a motorised quad bike.

“I’ve got a wheelie walker but I’m better on the bike,” says Daisy.

“I can jump on the bike and get around very well. I head up to the barn to visit and feed my three cats each day. Their

# 93 YEARS OLD AND RIDING QUAD BIKES

mother was a stray that my friend trained and they make good company.”

“I read a fair bit and that’s good. I like the journals I get which are mostly the agricultural ones.

“Even though I don’t farm myself now I like to read about what other farmers and beekeepers are doing.”

Daisy has always been more interested in farming than housework so having Feros Care help with housework suits her perfectly.

Daisy receives a government Home Care Package, designed to help people remain in their own homes by providing funding for services such as housework, gardening, physiotherapy, nursing, travel and companionship.

“Feros Care gives me a hand with things and it really makes a difference,” says Daisy.

“I think it started 13 or so years ago when my brother wasn’t well and over the years I’ve got a bit more help here and there.

“It’s nice to think, ‘hang on I don’t have to do that. I can get help with that’.

“I’ve got an old friend I call “cranky knee” that makes it harder for me to get about so with Feros doing my housework I can do the things I enjoy like potter around the farm and watch the world go by.

“They also do my groceries which is great because I’ve never liked shopping.”

Feros Care prides itself on providing solutions to all the different needs people have and were able to create a service especially for Daisy when she started having trouble putting her garbage out.

Her arthritic knee made the task increasingly difficult, and her closest neighbours are several hundred metres away, so Daisy spoke to her Feros Care Wellbeing Manager Janene Fisher who organised someone to drop by twice a week to take the bin to the road and back again.

“It might not seem like much but it’s a lot to me,” says Daisy.

“I find it very helpful. It helps keep me independent and I’ve got to stay as independent as possible. I might only have

a few years left and I want to spend them here.

“The help from Feros Care is helping me stay put.”

Staying put is the most important thing for Daisy.

“I’ve been here 93 years and I enjoy it so I hope I can stay here for a good long while yet,” she says.

“I’m happy to get some help and I’ve been with Feros Care for so long that I can recommend them.

“One lady, Marion, has been helping me since my brother was alive and one day she told me she’d been coming for 10 years! She knows me and what foods I like. It’s nice having people you can rely on and I’m lucky to have friends, family and Feros who look out for me.”

The humble nonagenarian tells us that featuring in this story will be her only claim to fame. We doubt that very much.

“I’m just an ordinary person but I’ve got this far so it’d be nice to go a bit longer,” says Daisy.

We feel privileged to be able to help Daisy do just that.



**DO YOU OR SOMEONE YOU KNOW NEED SUPPORT TO STAY INDEPENDENT AT HOME? WE KNOW YOUR HOME IS WHERE YOU BELONG. TALK TO OUR AGED CARE EXPERTS ON 1300 763 583**



# A TALE OF LOST LOVE

EVERY TUESDAY ON THE VIRTUAL SOCIAL CENTRE, THE WONDERFUL ROSS HOSTS A SESSION CALLED WHAT'S YOUR STORY? PATTI, ONE OF OUR LOVELY PARTICIPANTS WAS KIND ENOUGH TO SHARE ONE OF HER STORIES WITH US.

## LOVE FOUND AFTER 35 YEARS

– BY PATTI GERKENS

My daughter Melinda's beautiful golden-brown eyes were gazing at me sadly.

"Mum, you had such a terrible life with Dad. Now that I'm 19 and about to get married, I feel so sorry you've never known what it's like to be in love."

Her concern caused a smile to curl at my lips as I watched her eyes become wide at my reply. "Well, now you are an adult, there's a story of a long-lost love I can share."

She immediately flopped into the chair, flipped her hair from her face and, staring at me, blurted out, "Tell me more Mum".

I poured out the story of Peter. How we'd had a short but sweet love affair in Newcastle in 1969, making plans for a future together; how he'd sailed away and then broke my heart with a letter announcing he was bowing out. How I'd moved to New Guinea, where I married another man and moved to the US with him to have three children before divorcing.

Seeing how intrigued Melinda was, I continued. "I often wondered what happened to Peter, especially after my mother exposed the fact that he had contacted her. He'd kept his

promise and went looking for me when he'd been out of the Navy for five years."

Melinda's eyes shone. "Well, we have to find him! We are back in Australia now." She was practically yelling at me. She was now on a mission and her brain was in full gear.

We did an online search, looking for his name in Sydney, Melbourne and Darwin where I believed he had some connection. Hope began to rise in my soul while writing letters to every person on the list, only to be smashed again and again when answers came back producing no hint.

So, we gave up. It was annoying but I wasn't too concerned because I couldn't even imagine how a man would fit in my life. My days were filled with work, extended family and with my other two children both in high school, time was short.

Ten years slipped by. In the autumn of 2004, travelling by bus to visit a friend in a cute town on the Murray River, I was lazily watching the trees out the window when my phone rang noisily. Glancing at the sleeping woman beside me, I listened to my two daughters who were screaming down the line at me. "We've found Peter!"

"What?" My head spun, my stomach lurched and not caring

that the young woman next to me stirred in her seat, I listened to my girls, both talking at once. Excitedly, Melinda explained how she had been researching the Veterans' website for her father's military record when the idea hit her to check for Peter there too.

"Mum, it only said he'd been in the Navy so I was disappointed. However, with his name still fresh in my head, an email from a work colleague with the exact same last name pinged into my computer inbox."

Incredulous now, I stammered, "What did you do?"

"It was too much of a coincidence, so I wrote back and asked if it was possible she could be related to a man in his sixties named Peter with the same last name."

"That's my Uncle Peter," the colleague said. "Why?"

Melinda could only come up with a lie. "Um, my Dad asked me to check up on some of his old mates. What can you tell me about him?"

"He's a widower and lives in Newcastle," the colleague reported back.

Melinda told me she started to shake and felt sick; however, she managed to finish off the conversation somehow, check the White Pages and find the address and phone number.

# FOUND

Needing her sister's support, they put the call into me to break the news together. The rest of the journey on the bus was a blur of excitement and nerves and old memories.

In Tocumwal at my friend's house, I fussed over writing a letter. Would he even remember me? Surely, I was just someone he had a fling with when his marriage was on the rocks. Everyone knows a sailor has a girl in every port.

Deciding to give the barest of details, I folded the letter, licked the envelope, stuck on a stamp and queasily popped it in the mailbox. Trying to gauge how long it would take to get to Newcastle and when to expect a phone call, the long weekend away was ruined. On the bus back home, I figured it would be a full week of waiting. I could barely sleep or concentrate on my job that week.

When he left a message on my answering machine, I wasn't home. Listening to his deep voice sent shivers up my spine. I played it over and over again, trying to remember the details of him and what it was about him that made me feel like a giddy teenager. He said he would call the next night so I waited again, this time with heightened nervousness. The kids teased me about it because I couldn't even concentrate on the Irish dancing when celebrating St Patrick's Day with them. I just couldn't miss his call again.

When it eventually came and we began to speak, it was like



a flood. The past 35 years just came gushing out. We had so much to catch up on. I listened as he explained that his wife had passed away of cancer at age 48. He'd been alone for the past 15 years. He denied the bowing out letter. Didn't remember it at all, said it didn't happen. He would remember something that important. Hmm...

Feeling somewhat suspicious, I wished I had kept that letter instead of burning all his letters and photos when my husband insisted on a new start. I'd only held onto one small picture of him in his officer's uniform and had hidden it away all those years.

The phone was busy every evening for hours on end until the big decision was made that Peter would drive the thousand kilometres down to Melbourne to visit me at Easter. We exchanged photos by mail. Thinning hair had replaced his smooth black locks but he still looked handsome with suntanned skin and no wrinkles. The years had been kind. I was

glad I'd sent a flattering picture of me with my three kids but worried what he'd think when he saw me in the flesh.

The day finally arrived when Peter drove down to Melbourne and we literally picked up where we left off. The old feelings remained during the next two years, and we flew back and forth to each other until we married.

Reality eventually hit when we discovered we were too set in our ways to be a couple. We have since returned to our roots and found happiness in different ways.

Peter enjoys the peace of a small town while I am back in the fold of family in my hometown.

Writing remains a vital part of my life and completing my full autobiography has been satisfying and cathartic.

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***Patti says it was her writing classes on our Virtual Social Centre that inspired her to start writing her autobiography once more, after it had been on hold for 12 years.***



**TO LEARN MORE ABOUT HOW THE VIRTUAL SOCIAL CENTRE CONNECTS PEOPLE VISIT [FEROS.CARE.COM.AU/VSC](http://FEROS.CARE.COM.AU/VSC)**

# GOOGLE HOME MAKES LIFE EASY FOR NANETTE AND GLENN

WHILE NANETTE AND GLENN ARE THOROUGHLY INDEPENDENT, THE GOOGLE SMART HOME SERVICE HELPED THEM REALISE THAT LIFE COULD ALWAYS BE EASIER – AND BETTER!

Nanette and Glenn are a married couple in their early 70s that live a busy lifestyle and enjoy keeping up with technology. Their motivation for signing up to Feros Care's Google Smart Home service was purely for personal development and improving their daily life.

While Glenn was already technology savvy, Nanette had no previous knowledge. She said, "we signed up for Feros Care's Google Smart Home service mainly for me because I have never worked in an office, and I wanted to learn more about technology."

While both thought Nanette would be the primary user, Glenn too benefitted significantly from having Google Home at home.

"When we signed up, I didn't think I'd use it as much. I thought it would help Nanette, but in fact, it helps me just as much getting up to speed," he said.

Nanette uses Google Smart Home daily, and she

appreciates that it is easier than looking things up with a smartphone.

"I use it for getting recipes for cooking, but I do all sorts of things with it. It helps me with the weather forecast or to even find out when the shops open."

Google Smart Home is truly a time-saver for Nanette as she can get all the information immediately by just using her voice. While Nanette uses Google Home to listen to the radio or look up phone numbers, she also uses it to quench her thirst of knowledge.

Nanette cannot imagine a life without Google Smart Home now.

"I love Google! I don't know how I have ever survived without it – my life is so much easier. It empowered me, it has simplified my life, I feel it's my friend."

"I can ask Google anything – it really transformed my life, having Google," she said.

Glenn similarly appreciates the shift Google Smart Home brings into their home.



"It helps me a lot too because I no longer have to find all the information for Nanette," he laughs.

Glenn loves to find information instantly.

"Google Smart Home has made everything easier. I progressed from looking for answers in libraries, over going through Wikipedia, to now sitting in my armchair and let Google tell me how to make cocktails."

While Nanette and Glenn are both reasonably fit and healthy, they are aware of the affect that ageing is having on their lives.





“As we are getting older, we are using technology to assist us in our lives and make things a little easier,” Glenn said.

Nanette and Glenn are not only worried about themselves but also about one of their daughters who has Bipolar disorder. She has lost some of her memory and has trouble making decisions as a result.

“She phones me normally every morning and many times throughout the day to get answers for simple questions like for how long to boil an egg. She can’t make any

decisions, and must go to the hospital in manic episodes,” Nanette said.

The health of their daughter is of great concern for Nanette and Glenn, who also try to find ways to improve their daughter’s life.

“We are hoping Google will help our daughter as much as us so that she can become

more independent by asking Google everything she wants to know,” Glenn said. “We think this technology will help her too and provide her with answers,” he adds.

Google Smart Home helps clients like Nanette and Glenn to streamline their busy lives, as well as socialise and care for others with peace in mind.



**YOU MAY BE ELIGIBLE FOR A PROGRAM LIKE THIS USING YOUR EXISTING GOVERNMENT FUNDED PACKAGE. CALL 1300 763 583 TO FIND OUT MORE**

# JAZMIN BLAZES TRAILS

THOSE WHO WATCH OUR FEARLESS FILMS KNOW THAT THEY ARE HERE TO INSPIRE, CHALLENGE, SURPRISE AND ENTERTAIN US. OUR MISSION IS TO SHOWCASE THAT ANYONE CAN BE FEARLESS – REGARDLESS OF AGE OR ABILITY.



Season 3 premiered on October 1, 2021, the International Day of Older Persons. These films, made in partnership with Screenworks, feature five seniors who are challenging conventions, smashing stereotypes and making bold contributions to society.

Meet one of the stars of our films, Jazmin Theodora, below, and enjoy her incredible story.

### ABOUT JAZMIN

83-year-old Jazmin is a trailblazing, transgender tarot card reader. Her story is one of courage and tenacity; born as a male in 1938, she began to explore who she really was in her late teens and early twenties; she bought some second-hand women's clothes and lived with a scarf tied around her neck, along with a little bit of lipstick.

"I was called a poofter, I was pushed off a moving train, I was beaten by police and thrown into a men's prison," says Jazmin. "In those days it was illegal for men to have long hair and I was jailed for two weeks. Can you imagine it being illegal to be yourself?"

At 26, Jazmin completely embraced her femininity and decided to live as a woman full-time. She became a stripper and in six weeks she was the star of the show. She travelled the world performing, dancing and acting before returning to Australia and eventually settling in Northern New South Wales.

Now in her eighties, Jazmin is still a star and she says the show must go on; in recent years she's continued acting, writing, podcasting and tarot card reading. She is now documenting her extraordinary life in her autobiography titled, 'I Made It Over The Rainbow'.



**VIEW ALL THE FEARLESS FILMS BY VISITING  
[FEROSCARE.COM.AU/FEARLESS-FILMS](https://feroscare.com.au/fearless-films)**

Proudly bought to you by Feros Care and Screenworks Australia.

### OUR Q&A WITH JAZMIN

#### What makes you Fearless (in your attitude) to life?

When I was growing up to live the way I was, it was illegal to be who I wanted to be. But I realised in life you must get out there and live your life, live your dreams! Always looking forward, within your inner strength.

#### What messages do you hope to communicate through your Fearless Film?

It's very important to begin with to know what you want and to take the attitude that nothing is impossible. You must get out there and be yourself and move forward in a very positive way, against the odds. If something comes up, don't grumble, look at other ways to do things.

#### Who is your role model?

When I was a child I loved Rita Hayworth, and because I danced a lot I watched a lot of her movies, so that I could learn her dance moves.

#### What is your top piece of life advice?

Never take everything for granted. Look into everything. Put your best into everything. I look at things and think nothing is impossible. We are super intelligent, and we must use our intelligence and power and believe that we can do it.



# TAKING HER HEALTH INTO HER OWN HANDS

MERLE STEPHEN HAS BEEN FIERCELY INDEPENDENT HER WHOLE LIFE SO IT ISN'T SURPRISING THAT THE 85-YEAR-OLD TAKES RESPONSIBILITY FOR HER OWN HEALTH AND SEEKS TO IMPROVE IT WITH THE HELP OF FEROS CARE

“You have to be proactive if you want to be independent,” says Merle.

“I live on my own and I’m responsible if anything happens so I wear an alarm around my neck in case of falls and I enrolled in a program to improve my health.”

Merle completed an eight-week, government-funded program called Short Term Restorative Care (STRC).

Facilitated by Feros Care, the STRC program is designed to assist people recovering from injury or illness or for those like Merle who are looking to increase their overall health and fitness.

Seniors connect with a Wellbeing Manager who works

with them to understand pain points and concerns, and develop a program that is delivered by a variety of allied health professionals.

Merle, who cared for her elderly parents in their final years, learnt the hard way about illness and deconditioning.

Her father died of cancer and her mother had debilitating osteoarthritis, which ultimately meant she had to be cared for in a nursing home.

Merle also suffers with osteoarthritis and doesn’t want to go down the same path.

“I realise now that I didn’t make my mother do things I should have – like walking and exercise – because I was too

busy caring for my father,” says Merle.

“I inherited my independence from my mother but unfortunately illness took hers away and I don’t want the same thing to happen to me.

“I enrolled in the program because I wanted a little bit extra ‘TLC’. I wanted to work out what I could and couldn’t do, and to lose some weight.

“I was very happy with the program and it was great to have someone to talk to and guide me.

“Above all it got me motivated. It’s great for anybody who wants a bit of encouragement to do things and improve their health. It’s the motivation I needed to get going.”



Having completed her STRC program two years ago, Merle continues to successfully manage her weight and still has the podiatrist-prescribed shoes and TENS machine she acquired through the program.

Merle says although the exercises she was given were simple, she's become 'a bit lazy' and would like to do the program again for some extra support and encouragement.

She says without the STRC and her Home Care Package, it wouldn't be long before she needed to go into an aged care facility.

"I wouldn't have the same confidence to stay on my own if I didn't have the support from

Feros Care and my personal alarm," she says.

"I'd like to do the program again and I'm also thinking of getting some physiotherapy added to my Home Care Package to help keep me healthy at home.

"I remember the massage from the physio that was part of the restorative program – that was the icing on the cake. I really enjoyed that and think it would benefit me to have it more often."

Merle switched to Feros Care from her previous Home Care provider after some issues around consistency of care and standard of work.

She says making the switch was easy and she would recommend Feros Care to others.

"I have found the Feros Care workers very good and I'm happy with them so I won't be changing providers again," she says.



**FIND OUT MORE ABOUT SHORT TERM RESTORATIVE CARE  
BY CALLING 1300 763 583**

# THE 8-WEEK PROGRAM THAT CHANGED JOHN'S LIFE

LIFE IS FULL OF MOMENTS THAT CAN COMPLETELY CHANGE EVERYTHING; SOMETIMES FOR BETTER, AND SOMETIMES FOR WORSE.

For 72-year-old John, one of those moments happened at work. He was at his desk and suddenly found himself unable to get up and out of his chair for the first time.

A colleague noticed him struggling, helped him and then suggested that he get in touch with My Aged Care. It was what set him on the path to a Short-Term Restorative Care (STRC) program with Feros Care, an 8-week service funded by the government (My Aged Care).

An STRC program aims to get individuals moving and retain their independence after injury or illness. Through the STRC program, an individual identifies their goals and lets us at Feros Care know what they'd like to achieve.

This is how John's life changed for the better, and the steps that were taken along the way.

John is based in Maddingley, a town halfway between Melbourne and Ballarat. By signing up with Feros Care, he had ongoing support from Wellbeing Manager Pam Hegarty, who has been a nurse for over 50 years.

Pam is passionate about creating client-centred goals, based on what the individual wants to achieve. After working in the community for so long, she knows the ideal health model is when the focus is on what a person wants – not just what the medical system wants to give them.

“For John, he wanted a better life. He wanted to be more

socially engaged and use technology to his advantage. He wanted to feel safer, to have less falls and to sleep better,” Pam explains.

There was plenty that could be done – and Pam went ahead and took care of it. This included organising exercise physiotherapy, occupational therapy and appointments with a dietitian, to name just a few.

“They'll get me anything I need to make my life easier,” John says happily. “I didn't know what was available to me, and they have all the ideas and suggestions.”

There are so many things that can be considered as part of an STRC program, and the eight weeks are dedicated to sorting out as much as possible.



“I’ve seen John on his bad days as well as his good days,” Pam says honestly. “We did everything we could to change his life and give him more control back.”

This included a more comfortable chair – “the chair now lifts me up and throws me out if I have trouble getting out of it!” John mentions – as well as a shower chair and grab rail.

Pam also arranged an iPad for John, as well as access to our online community – the Virtual Social Centre, so that he could join everything from virtual bingo to discussion groups from the comfort of his living room. Plus other tiny things: “John said he wanted to be reminded of the date and time, so we got him a clock that would do so,” Pam adds.

But what really meant the most to John was opening up his world.

“I told Feros Care that I’m in a wheelchair, and I haven’t got a car,” John says. “I like going to my Men’s Shed twice a week, but you know what the weather’s like these days. There was a downpour one day and I couldn’t go home for a while.”

Pam arranged a canopy to go over his electric wheelchair; now John is no longer limited by the weather.

“I couldn’t fault Feros,” John adds. “They say they’re going to deliver and they do.”

The numbers don’t lie; throughout his STRC program, John’s wellness score went from 38 to 40, with his general functions score going from 70 to 75. In simple terms, they are very positive changes in such a short period of time.

“John will now be able to keep living in his home as long as he wishes to,” Pam confirms. “He was delightful to work with. It’s always wonderful when you see a client achieving goals – and they were all the goals HE wanted to set.”

John has even referred multiple men from his Men’s Shed to Feros Care, with three others already interested.

“I just tell them that Feros Care is great, no matter who you get when you ring up – everyone is lovely and you can tell they care about you. Even the receptionists care about you.”

“When I go onto my Home Care Package, I’ll be staying with Feros Care. When someone’s loyal and someone’s good, I don’t swap. I’ll stay with Feros Care until the day I die.”



**FIND OUT MORE ABOUT OUR LIFE-CHANGING PROGRAMS.  
CALL OUR FRIENDLY TEAM ON 1300 763 583**

# “LIVE THE LIFE YOU WANT, ON YOUR OWN TERMS”



PAMELA LOVES WORKING WITH HER CARE WORKERS AS A TEAM TO GET TASKS DONE. “IT’S NICE TO BE ABLE TO CONTRIBUTE AS IT’S HARD TO GIVE UP INDEPENDENCE COMPLETELY!”

81-year-old Burleigh resident and Feros Care client Pamela Cook was raised to believe that women were determined, self-reliant and capable.

However, her degenerative spine prevents her from bending or reaching – and it was tough for her to admit that she needed help.

“We were raised to think ‘yes we can do that, yes we can do anything’ so it’s a bit hard when you’ve got to admit you can’t do it,” she says.

“The good thing is there’s plenty of help out there and once you accept it, it’s given with such love.”



Pamela now enjoys working with her care workers as a team to get tasks done, and finds the goal setting to be very motivating.

“I can put my bed sheets in the washing machine and take them from the line but my care workers, Christine and Brendan, hang everything out and make the bed for me,” she says.

“I have a similar deal with my gardener – I do the bits I can and he does the rest. It’s nice to still be able to contribute as it’s hard to give up your independence completely.”

“I help people live the life they want, at home, on their own terms” – that’s how Wellbeing Manager Rachael Stiles describes her role.

As a Wellbeing Manager for seniors on government-funded Home Care Packages, Rachael works with people like Pamela to determine what they want, what they need and what they dream of. She then collaborates with the Feros Care team to make those things a reality.

“I offer guidance and make recommendations but ultimately I help people set and achieve goals,” says Rachael.

“It’s a partnership we are entering into with each client. We are partnering with them to support them to live the life they want and dream of – not just to do their chores for them – and having a goal can really help to ignite something in people.”



Rachael’s background is in remedial massage, health and fitness; as a result, she takes a holistic approach to wellbeing and a pragmatic view of home care.

“The practical side is easy. If someone says they can’t clean their house we send in cleaners but we want to do more than just put services in place,” says Rachael.

“The bigger challenge is engaging people but once we achieve that, that’s where we see the big gains.

“If we can engage them in life and their community, find their purpose, reignite their passions and collaborate with them to regain or maintain independence, that’s when their quality of life really improves.

Providing care with love is a hallmark of Feros Care and a big part of the reason Rachael joined the team.

“I’ve always provided care that is people-centred and that’s exactly what Feros Care is about,” she says.

“The ‘grow bold’ slogan is a great catch-phrase but it has a deeper meaning. For me it’s about everyone being able to express the essence of who they are, in their unique way, and not to be held back by circumstance.

“In my role, I look for barriers that may be preventing people from living the life they want and take steps to remove them through supports and services.

“It’s rewarding work and I’m continually learning from others as I collaborate with clients, their families, allied health (such as physiotherapists), nurses and other Feros Care departments.

“It takes a team to help people achieve clients’ goals but when they do, it is life changing and absolutely worth every bit of effort.”



**DO YOU OR SOMEONE YOU KNOW NEED SUPPORT TO MAINTAIN INDEPENDENCE AT HOME?**

**WE KNOW YOUR HOME IS WHERE YOU BELONG. TALK TO OUR EXPERT TEAM ON 1300 763 583**

# “I KNOW MUM IS OKAY AND I DON’T HAVE TO WORRY”

61-YEAR-OLD CHERYL ABOLDERROW HAS BEEN LOOKING AFTER HER MUM, NORMA SOMMERFELD, SINCE SHE WAS ABOUT 15 YEARS OLD. WHEN CHERYL’S DAD AND BROTHER BOTH PASSED AWAY, NORMA MOVED IN WITH CHERYL, HER HUSBAND AND HER DAUGHTER – AND SHE’S BEEN THERE EVER SINCE.

“Mum’s been unwell for a long time,” Cheryl says. “She had a few falls, ended up in hospital, and the hospital staff told her that she should go into care at a nursing home. She was adamant that she wouldn’t be going. She said to me – ‘if you put me in there I will die’. So, we had to make it work somehow.”

Norma is 88 now, on a Level 4 Home Care Package, and has lived in Cheryl’s house for 14 years. She has the master bedroom with its ensuite, with plenty of room for her recliner television and her bed. Norma spends most of her time watching television, or eating

meals with the rest of the family, but does require 24/7 care.

“You do have to do everything. She doesn’t walk, so you have to take her to the loo. As she has aged, she has got a bit of dementia, so she has lost a lot of ability,” Cheryl says.

With her Home Care Package, Norma can access a variety of equipment for her needs, including her recliner, a wheelchair, a special bed, a shower chair and even the equipment used to move her from the bed to the bathroom.

Care workers attend each day to help with Norma’s grooming and offer Cheryl a bit of respite from her intense caring schedule.

“They shower her every day, which is a big help,” Cheryl says. “I know that mum is here being looked after and I can go out to pay the bills, or go have a coffee, and not have to worry. I look forward to having that time to myself every week.”

Norma enjoys the visits; the care workers might play some bingo with her or take her out on the deck to enjoy the sunshine. “She always seems to have a good time,” Cheryl adds, “she’s responsive, a bit more alert.”

Cheryl Rayner is the Wellbeing Manager and has been working with both Norma and Cheryl A for years. She knew that Cheryl A had given up a lot in the home to meet Norma’s care needs and soon realised that it wasn’t just Norma that could use some support from Feros Care.

“I was having medical treatment in town, and was short on time. One day, I came in, and Cheryl Rayner said – ‘are you okay? You just don’t seem like yourself.’ I was hot and flustered, and she said, ‘I think you probably need a bit more time to yourself,’” Cheryl A explains.

Cheryl R arranged the in-home respite so that Cheryl





and her husband could have a bit more self-care time. Cheryl A can now go to her medical appointments without stress, and she even has the time to sit and have a coffee afterwards. On the weekends, she and her husband now enjoy a 'date lunch' or get their shopping done.

"I don't think we realise how important self-care is to each and every one of us," Cheryl R explains. "Carer's burnout is real, and it needs to be addressed. Especially

with what we're calling the 'sandwich generation', getting pulled in both directions between their children and their ageing parents."

Cheryl R's personal background as a long-time carer and supporter has given her personal perspective on what really matters to people.

"I've been in that situation myself, making the decision to put loved ones into care or not - and Cheryl A could've made that choice quite some time ago but has chosen not to. As a

result, we're very happy to give her the chance to be supported in that carer role."

Cheryl A agrees that keeping her mother at home is "100% better": "I think being with the family makes a big difference. They feel that they have that security, the familiarity."

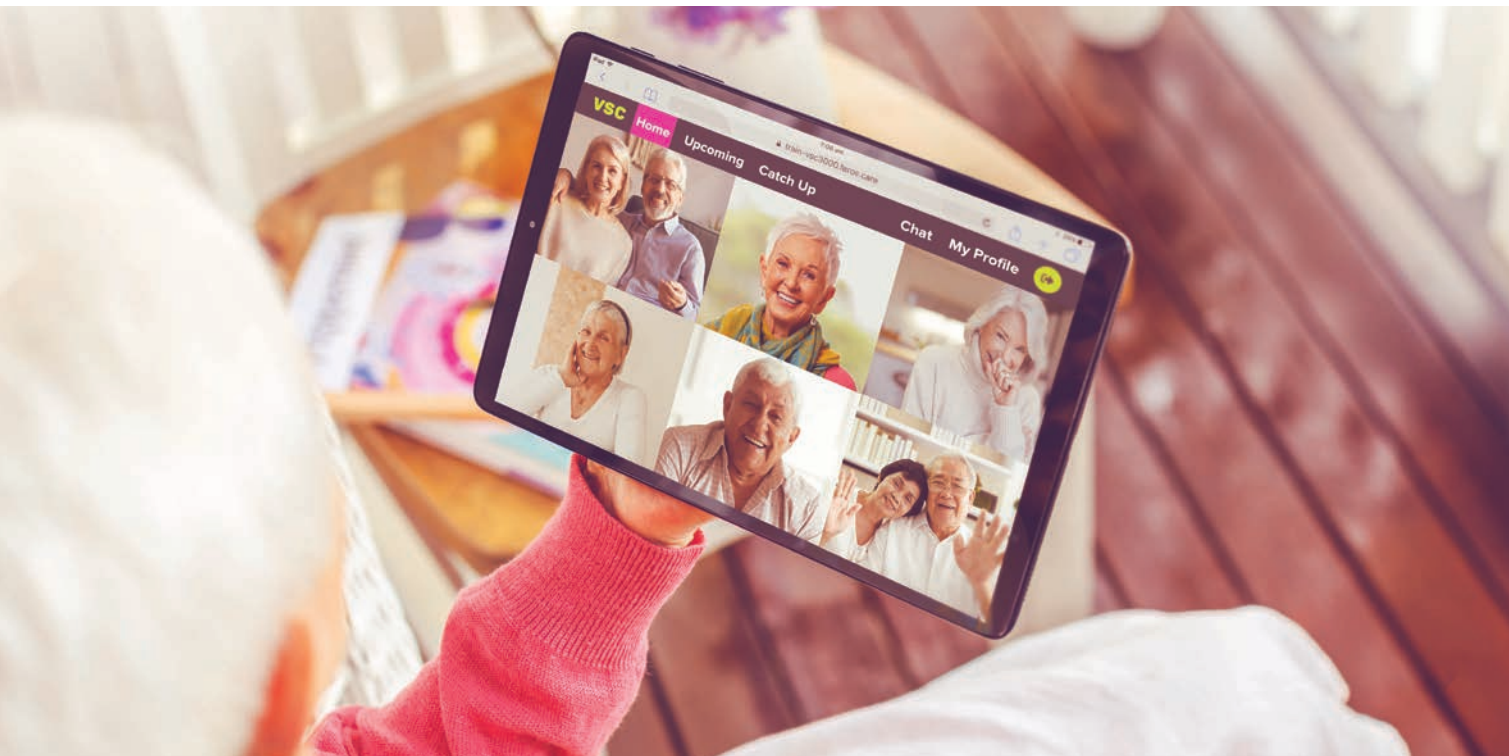
"Being with Feros has made it so easy. Cheryl will give you options – she doesn't just say, 'oh we will do this. She will say, maybe we can do something, or something else.' And there's no trouble with the process. If there's something I'm not sure about – I give them a ring and they talk me through it."

"It's just wonderful that they're here supporting me. Otherwise I wouldn't get out to do the things I like, or need, to do. And it makes me happier by doing it."



**DO YOU OR SOMEONE YOU KNOW NEED SUPPORT TO MAINTAIN INDEPENDENCE AT HOME?  
WE KNOW YOUR HOME IS WHERE YOU BELONG. TALK TO OUR EXPERT TEAM ON 1300 763 583**

# VIRTUAL SOCIAL CENTRE A GODSEND FOR ROBYN



LIFE ISN'T ALWAYS EASY. THAT'S SOMETHING 73-YEAR-OLD ROBYN BOURKE, MURWILLUMBAH LOCAL, KNOWS BETTER THAN ANYONE.

Four years ago, her son passed away, followed by her husband two and a half years ago. Soon afterwards, the pandemic hit, and Robyn found herself well and truly alone for the first time in years.

“Some days, I wasn’t talking out loud to anybody,” Robyn tells us. “Something happens and you want to tell someone – but no one’s sitting there to tell them everything you thought of. I was having to find things to distract myself, like putting YouTube on or just going and lying down to have a sleep.”

Enter the Virtual Social Centre (VSC), Feros Care’s answer to combating senior loneliness and engaging participants in new skills. It’s an ongoing platform that allows anyone to stay connected and have a variety of experiences, all from the comfort of their own home.

Participants use their own computer, tablet or laptop to log into the VSC whenever they like, joining any session of choice from the calendar. There’s everything from singing, drawing, cooking and language lessons through to meditation and writing workshops.

“When the Virtual Social Centre came along, it really gave me a new interest in life,” Robyn explains. “I’ve been fortunate with people who could help me learn how to do it all, and I’ve met so many new people. It’s such a joy!”

Robyn has been living in Murwillumbah for the great majority of her life and has seen it change significantly over the years. Village life just isn’t what it used to be, and it’s more difficult to connect than ever.

“As a 20-year-old, you’d walk up the street and see everyone!

It would take you all morning to do your shopping,” Robyn says. “Now, you very rarely see anyone you know. It’s very busy now, with lots of new people. I still chat to everyone, but it’s not the same.”

With lockdowns further limiting her freedom of movement, Robyn has now met a whole new group of people that she looks forward to seeing each week – and the bonus is that they come from all over Australia, offering plenty of variety and opportunities to connect.

“It’s just like a normal friendship, but there’s people from all over. We’ve got people from Wollongong, Mackay, Hervey Bay, Melbourne. We often do a weather report at the start of every session, as you often see the other ladies with jumpers on while you’re sitting there in a t-shirt!”

The Virtual Social Centre offers so many different activities that it’s easy to find something that matches up with what a participant already loves to do.

Robyn has gone from singing alone at home to joining the VSC’s ‘Sing to Feel Good’ session, where all voices are welcome to join a singing coach.

“I love the singing, we all sing the songs together,” Robyn says. “And I’ve got a dreadful voice, but the good thing is that we’re all muted and no one has to hear it! My neighbours thankfully haven’t said, ‘Robyn can you please be quiet.’”

Robyn has also had the opportunity to give back to the community through her crafting, which she has always loved to do; her Sunday craft group finds initiatives to engage with, and all connect with each other while working on various projects.

“We knitted a lot of beanies this year and gave them to the church, it was lovely. They gave them to a lot of homeless children for winter. Now we’re making trauma teddies for the ambulances and hospitals to give to kids. That never would have happened for me without the VSC.”

Once a participant has explored the possibilities on the Virtual Social Centre, it’s a great opportunity to get them to get out of their comfort zone and try new things – such as exercise.

“I’m really a lazy person by nature and I just say to myself, you’re going to do at least one VSC exercise session a day,” Robyn explains. “Sometimes I do more than one, but I’ve got a deal with myself that I do some exercise of some description every day. I’m learning so much! I’ve never done tai chair before.”



There’s also the chance to find a new lifelong love of an experience. “I discovered drawing; I didn’t know I could do it but the VSC taught me that. My auntie, she’s got a beautiful big bird feeder and she took a photo of it and sent it to me. I drew a big picture of it and gave it to her for her birthday. 12 months ago, I couldn’t have done that!”

### **ROBYN’S TOP TIPS FOR TECHNOLOGY**

Robyn has navigated her way through the tech world, with the support of Feros Care – but she’s happy to be part of it.

“The people who don’t know much about it, there’s always support available for them,” she explains. “If I couldn’t do something, I sat there until I could work it out. Sometimes I have to go away or turn it off and start again, but that’s okay, it’s very hard to wreck anything!”



**DO YOU KNOW A SENIOR WHO MIGHT BENEFIT FROM ACCESSING THE VIRTUAL SOCIAL CENTRE? VISIT [FEROSCARE.COM.AU/VSC](https://feroscare.com.au/vsc)**

# IT HELPED IMPROVE MY DAY

80-YEAR-OLD HOWARD DROUGH HAS  
ALWAYS LOVED TO WRITE.



In the 1970s, Howard travelled extensively throughout Australia, Europe and Asia, keeping travel diaries along the way.

He developed a love for poetry over the years, starting out by writing fun little poems for family and friends celebrating a special occasion, or for school staff members departing and retiring. "It became a habit of friends to ask for a poem to help celebrate!"

Howard is a Feros Care client on our Short-Term Restorative Care program (STRC), designed to help individuals recover from injury or illness.

As a free service funded by My Aged Care, it's driven entirely by the client, who identifies their goals; Feros Care then makes it happen!

Howard appreciated Feros Care so much that he wrote one of his much-loved poems about the program: "Writing poems has become a task that gives me pleasure and brought a laugh from others."

Check out Howard's first-hand experience to learn more about STRC and how it's impacted his life for the better.

  
CLIENT  
AUTHOR

## STRC WITH FEROS

BY HOWARD DROUGH

*I'd been slowing down in recent years;  
Cancer was the cause.  
Chemotherapy wore me out;  
It had closed several doors.*

*When younger I enjoyed many sports;  
An active bloke was I!  
So lack of energy had taken over;  
I could no longer fly!*

*I received a letter from Feros Care;  
It came out of the blue!  
The letter said, "Dear Howard!  
We'd like to give help to you."*

*"Who's Feros Care?" I asked myself.  
"Never heard of them before!"  
"A Wellbeing Manager will visit you,  
So listen for a knock on the door!"*

*It wasn't long before she came;  
Pam Hegarty was her name.  
That was the name I was given,  
I'm glad it was the same!*

*Pam explained the scheme to us;  
It was called STRC  
Which stood for "Short Term  
Restorative Care".  
T'was a mystery to me!*

*Pam sat down with us  
And told all about the plan.  
A lot of information was absorbed;  
Didn't she know I was a man?*

*"It's to get you back to feeling your best!  
A team will get you there!  
The program will suit your needs  
And goals that will be fair!"*

*"You'll have a Physio visit you,  
Dietitian, Exercises and more.  
Isn't this exciting  
To hear what is in store?"*

*“Eight weeks’ funding’s there for you,  
I’ll help you plan,” Pam said.  
“We’ll get you moving better!  
You won’t need to be in bed!”*

*“Strength, balance and mobility  
Are high up on the list.  
Now what else do you think you need?  
Is there anything that I’ve missed?”*

*Pam seemed to know her stuff;  
She talked for a long time!  
Now she’s asked me to write down  
About STRC in rhyme!*

*I had Keisha the Podiatrist;  
Who wiggled all my toes;  
Jan the Physiotherapist  
Who knows where each bit goes!*

*There’s Alex the Dietitian  
Who told me what to eat,  
And Josh the Exercise Physiologist  
Who made me move my feet!*

*The OT showed us Kitchen Aids  
The made things easier – great!  
Opening cans and cutting things  
If we’re running late!*

*Pam ordered me some goodies  
That would help me on the way.  
I was very grateful for her help  
To keep sickness at bay!*

*I have new incentives  
To use things on my list.  
I can now write my stories,  
My poetry and things I’ve missed!*

*If I had needed crutches,  
Or a wheelchair to speed along,  
Pam could have organised that  
So nothing could go wrong!*

*Eight weeks goes so quickly,  
Time waits for no-one!  
I trust that all that’s happened  
Will lead to much more fun.*

*All along these changing times  
I got weaker every day.  
STRC came along  
And helped improve my day*

*Every day since I’ve been sick  
I’ve had a loving wife.  
Healthy meals and healthy drinks  
Became part of my life!*

*Even when I couldn’t eat  
Nenita showed her love  
And I had someone else with me  
– The Good Lord up above!*

*So, as my program comes to an end  
I now have many helpful friends.  
To everyone mentioned in my rhyme;  
My thanks will never end.*

*To be able to be at home  
Will help an awful lot!  
With my loving wife, Nenita  
I’m happy with what I’ve got.*

*I’ll end now, but thank you all  
For helping along the way.  
Not only must I exercise,  
But brighten up someone’s day!*

*To stay positive is important;  
To know just what to do.  
Eat well, exercise and smile a lot!  
So farewell, take care and thank you!*



**THANK YOU, HOWARD, FOR YOUR POEM! TO FIND  
OUT MORE ABOUT STRC AND HOW IT CAN HELP  
YOU, VISIT [FEROSCARE.COM.AU/STRC](http://FEROSCARE.COM.AU/STRC)**



# MEET CHRISTINE – THE CAREWORKER CHANGING LIVES ON THE GOLD COAST FOR MORE THAN 15 YEARS

CHRISTINE IS A CARE WORKER WITH A DIFFERENCE. HAVING BEEN IN THE ROLE FOR 15 YEARS, SHE IS JUST AS PASSIONATE AS SHE WAS ON HER VERY FIRST DAY, WHEN SHE STARTED WORKING IN THE COMMUNITY AFTER A STINT AT A RESIDENTIAL VILLAGE.

“Every day is so different and it’s so good,” she says. “You’re always meeting new people, or even if you’re seeing the same people, they’re always doing something different!”





Caring for people runs deep in Christine's genes. Her mother

and aunties were nurses, and her cousins have all gone into related roles, such as pathology and midwifery. And while Christine admits she didn't intend to become a care worker, "you just follow your path and it leads you to where you need to go."

Christine was drawn to working with seniors thanks to a close relationship with her grandmother: "She's my inspiration, I used to take her to the shops when I first got my licence because no one else could take her."

After so many years spending quality time with her grandmother, Christine found herself naturally drawn to helping others. While living in Sydney, she would often offer elderly people a lift in the

car if she saw them walking somewhere while she was driving her daughter to school.

"One lady in particular, I would always offer her a lift to the shops, and it just became a routine," Christine admits. "I thought – this would be an interesting job!"

From there, Christine moved to the Gold Coast, arranged her qualifications and has been working for Feros Care ever since.

Working with so many people on Home Care Packages (government-funded, in-home care), Christine has a motto that she often uses when chatting with clients: "I'm just like Dorothy from the Wizard of Oz, I say, there's no place like home!"

She says it's important for people to have all their comforts, whatever they might be; all their favourite possessions, their pets, the things they are used to.

"We're here to help keep you in your home for as long as possible," Christine says. "It really helps."

Christine mentions that occasionally people hesitate to accept the help that is offered to them, thinking that there is someone who may be worse off than them – and that accepting help would be taking it away from others.

"I just explain that you deserve it! If it's available to you and

it makes your life easier then all the better for everyone," Christine explains.

"After a while, people think – I didn't know what I was missing! It completely changes their way of thinking."

Christine takes pride in her positivity and is inspired by her clients daily.

"I love hearing everything about their lives, where they've travelled, their good ideas. It's interesting to know more about them. You always learn something off them."

She can build long-lasting relationships, being part of one particular client's team for over 10 years.

"He used to like going up to Burleigh and sitting there to read a book, or we'd go watch people playing bowls.

"It felt like my own grandfather. He had good stories to tell. He taught me to be positive – everyone can have a bad day, but if you can lift someone else's day and make them happy, it's worth going."

Christine says that if she can spend her days making other people happy, she'll get home and feel satisfied that she's had a wonderful day.

"A lady said to me just the other day – 'I'm so happy you're here, you made my day.' And I said back to her, 'you made my day too!'"



**CALL 1300 763 583 TO FIND OUT MORE ABOUT HOME CARE AND HOW YOU CAN ARRANGE A VISIT FROM SOMEONE LIKE CHRISTINE.**

# HOW SOCIAL PRESCRIBING CAN HELP CHANGE A LIFE

NEWCASTLE-BASED SONIA WAS AN AVID GYM-GOER FOR OVER 10 YEARS. SHE SUFFERS FROM PANIC ATTACKS AND ANXIETY, AND FOUND THE GYM TO BE AN IMPORTANT PLACE TO BE ABLE TO CLEAR HER MIND; DESPITE USING A WALKER, THE SENIOR-SPECIFIC CLASSES KEPT HER ACTIVE, SOCIAL AND CALM.

Then the pandemic hit. Two years of uncertainty were too much for the gym, and it closed. Sonia was devastated, her gentle exercise option gone.

“That let me down quite a bit,” she tells us. “They used to have 13 class options a week, and now there’s none. I did the exercises off YouTube, but it’s not as motivating as being in a group, and there’s nobody to have a coffee with after.”

Sonia was referred to our Beating the COVID Blues program in an effort to support her in re-establishing her connections with the local community, improving her mental health along the way.

It’s all part of our social prescribing approach, where a Wellbeing Coach works with seniors to coach and support them every step of the way. Goals and health outcomes are tracked, measured and shared with relevant health professionals in an integrated approach.

Sonia’s Wellbeing Coach, Simon, identified her needs right away and has encouraged her to get back into her gym routine – starting with contacting some different gyms that may suit her needs.

“I’ve been really down, so Simon has been boosting me up,” Sonia explains. “I’m going to ring up some gyms and find some first complimentary classes to try. He’s even offered to come with me and drive me there so it’s okay with my anxiety.”

Simon has also connected Sonia with a number of online groups in an effort to get her chatting with more people on a day-to-day basis.

“I’ve become rather shy over the last two years, as I’ve been cooped up at home, and it’s been no good for my mental health. So it’s great that he is coming, and we’re actually going places now.”

With a background in youth work and counselling, Simon

has a lot of empathy for his clients and respect for their challenges. He says empowerment is key for his clients – as they are the ultimate experts on their lives.

“I always ask my clients – well, what do YOU want to do? And the look on their faces is incredible!” he says. “They’re so used to being told what they should do – it changes so much when it’s a person-driven approach. Their entire body language changes, their chin goes up.”

Together, Simon and Sonia have come up with a “what matters to me” plan, with goals in community engagement mapped out.

“He’s a great guy,” Sonia says. “We can joke, we can be serious, we can just talk normally and we feel comfortable in each other’s company. He always tells me that I’m looking brighter when he comes! I always think to myself – I better not let him down.”



**VISIT [FEROSCARE.COM.AU/SOCIALPRESCRIBING](https://www.feroscare.com.au/socialprescribing)  
TO LEARN MORE ABOUT SOCIAL PRESCRIBING**



# SLOWLY RESTORING TRUST: USING TECHNOLOGY AFTER A SCAM ATTACK

JOAN IS AN 88-YEAR YOUNG CLIENT LIVING ON THE FRASER COAST IN QUEENSLAND. JOAN WAS PREVIOUSLY SCAMMED THROUGH A REMOTE DEPOSIT CAPTURE SCAM WHERE SHE LOST HER ENTIRE DEPOSIT FUNDS ON THE MOBILE PHONE.

Having banned the internet out of fear, Joan is now slowly restoring trust in technology by joining Feros Care's Let's Get Technical service – an individual technology training service for seniors.

“When the technology training was offered to me, I felt it could be a help. I don't expose a lot of private information on the internet. I don't love anything about technology, but I am trying to survive with it,” Joan said.

When Joan realised she was being scammed, she sought help from her mobile service provider and local authorities. “When I told them my balance was going down, they've all told me to turn off the internet.”

While the advice was well-intentioned, it may have increased the fear of technology due to not addressing the root cause. Not knowing what she could do to get safer online triggered uncertainty and significant distrust in technology.

Joan's Technical Support Officer, Amanda says that “only time, trust and understanding will empower our seniors to become more confident to use technology safely”.

“Joan was told a lot of incorrect information, which made it hard to break that barrier, especially when local authorities and her mobile service provider said to turn off the internet so no one could hack her accounts. It took quite a lot of reassurance, correct information and explanation of how Wi-Fi, Bluetooth and the internet work and how beneficial it could be when using it safely,” Amanda said.

Joan decided to not use the internet for shopping or online banking. However, through Let's Get Technical, she discovered listening to music through a streaming platform and loves it! Some of her initial goals included learning how to send text messages and know the basics of her devices. In the

end, Joan could do all of that as well as emailing, organising her inbox and learnt how to scan and print documents with just her phone.

“Let's Get Technical has been very helpful. If it hasn't been helpful enough, it's my fault,” laughs Joan. Feeling much more comfortable with technology, Joan is ready to utilise the internet for more services if the need arises.

“Maybe I should be doing it in the future, but only when I really need to. I say, live your life the best way for you. It's the best way for you, so that's how you should live”.

Joan is taking the initiative and overcoming her fears to empower herself to become comfortable with technology.

Being scammed online can have a significant impact on someone's life – and Joan is not the only senior who has experienced fraud. More often, seniors become ashamed about what happened and hide their devices in the drawer. Feros Care's Let's Get Technical has helped many seniors understand how scams work and how to stay safe online while taking advantage of the many benefits technology can provide.



**FIND OUT MORE ABOUT HOW WE CAN SUPPORT YOU WITH TECHNOLOGY AT [FEROSCARE.COM.AU/TECHNOLOGY](https://feroscare.com.au/technology)**

# BRAIN GAMES



## WORD SEARCH

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

BOLD  
 ADVENTUROUS  
 COURAGEOUS  
 DARING  
 AUDACIOUS  
 CONFIDENT  
 FEARLESS  
 GALLANT  
 RESOLUTE  
 VALIANT  
 UNAFRAID

BRAVE  
 ENGAGED  
 ENTHUSIASTIC  
 PURPOSEFUL  
 DETERMINED  
 INTREPID  
 ENERGETIC  
 VISIONARY  
 REMARKABLE  
 UNFLAPPABLE  
 CANDID

# SUDOKU CHALLENGE

## BEGINNER

			1
			3
	4	3	
		1	4

## INTERMEDIATE

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

## ADVANCED

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

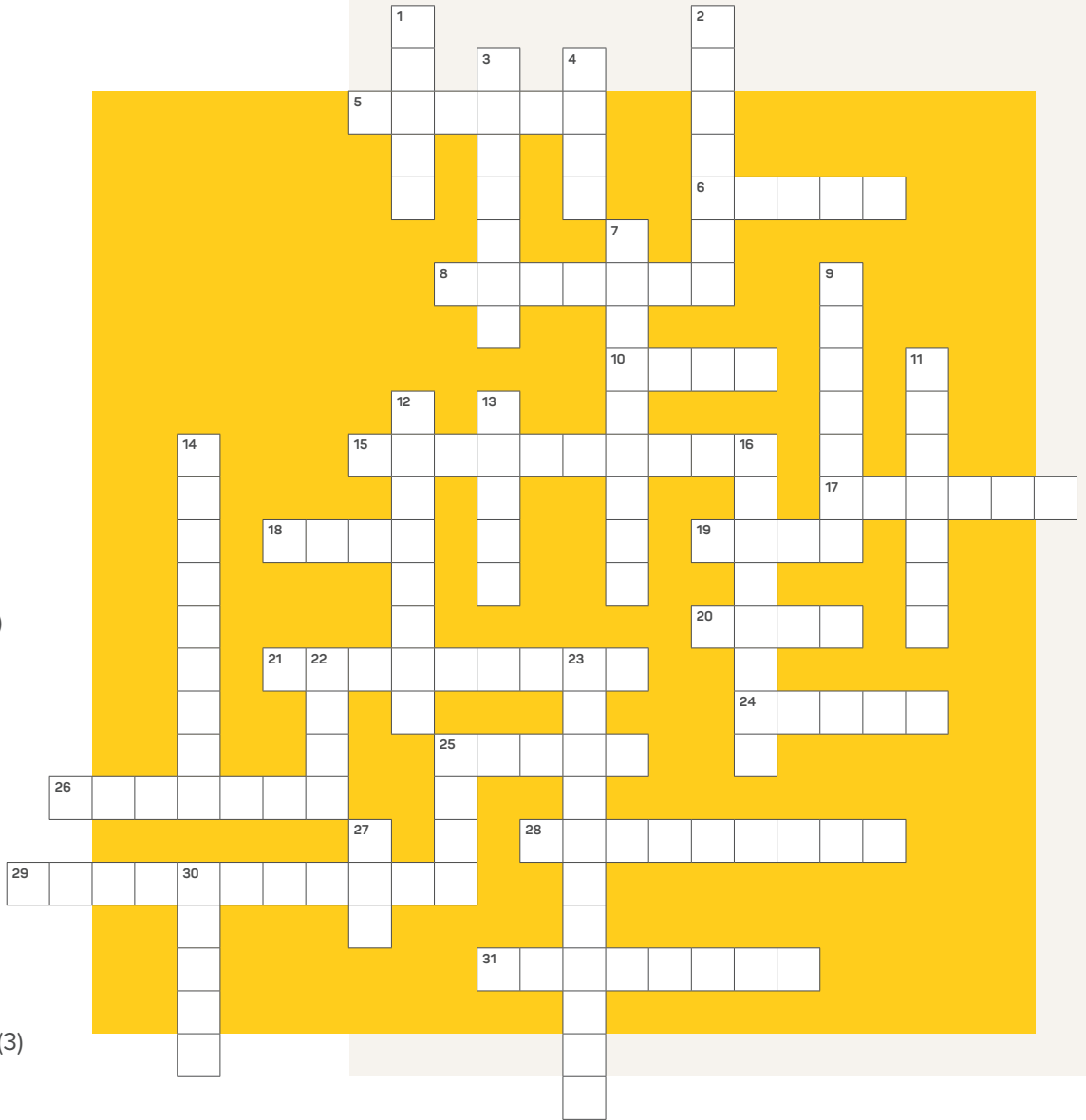
7	6	3	5	9	2	8	1	4
4	8	2	6	1	3	5	7	9
1	9	5	4	7	8	3	6	2
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9	2	4	8	6	1	7	3	5
5	7	8	3	2	9	6	4	1
2	1	7	9	8	6	4	5	3
8	5	6	1	3	4	9	2	7
3	4	9	2	5	7	1	8	6

SOLUTIONS:

# CROSSWORD

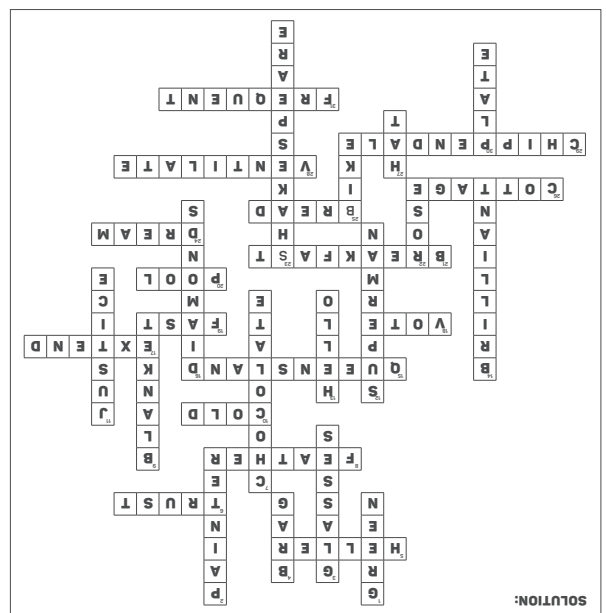
## DOWN:

1. a colour (5)
2. a type of artist (7)
3. device to help with vision (7)
4. to boast (4)
7. a sweet food made from cacao (9)
9. something to keep you warm (7)
11. something meted out by the courts (7)
12. Clark Kent (8)
13. a common greeting (5)
14. something very bright or very clever (9)
16. a girl's best friend? (8)
22. a thorny, sweet smelling flower (4)
23. a well-known playwright and poet (11)
25. a non-motorised mode of transport (4)
27. covering for the head (3)
30. an item that food is served on (5)



## ACROSS:

5. author of catch 22 Joseph \_\_\_\_\_ (6)
6. something that should be earned (5)
8. part of a bird (7)
10. the opposite of warm (4)
15. the sunshine state (10)
17. make something last longer (6)
18. cast a ballot (4)
19. swift (4)
20. get in it to cool you down (4)
21. something to eat in the morning (9)
24. something that occurs during sleep (5)
25. sometimes called the staff of life (5)
26. a small, quaint home (7)
28. assist a person to breathe (9)
29. a type or style of furniture (11)
31. often (8)





# The Feros Scoop



## LET'S STAY IN TOUCH

Sign up for our monthly newsletter – **The Feros Scoop** – to receive our latest stories delivered straight to your inbox



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[feroscare.com.au/stayintouch](https://feroscare.com.au/stayintouch)

 **feros care**  
GROW BOLD