

feros

WINTER 2021

COVER STORY
**LASTING
LEGACY
UNDER
CEO'S
20-YEAR
HELM**

**LAUGHTER
YOGA**
**THE BEST
MEDICINE**

**A KISS A DAY
KEEPS THE
DOCTOR
AWAY**

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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.

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CEO'S WORD

WELCOME TO THE WINTER 2021 EDITION OF FEROS MAGAZINE

After 20 wonderful years with Feros Care, the time has come for me to resign as CEO and to step boldly into the next era of my life and career. It's time for a new leader to move forward with Feros Care, and time for me to spend quality time with my family and find other ways to contribute to the aged care sector.

I want to pay tribute to an amazing team who have delivered on our mission. Thank you for the honour of being your CEO over the last two decades. I have proudly led a team of passionate, committed professionals who are unrelenting in their efforts to improve the lives and lived experience of our clients and residents. I genuinely thank each and every one of them for their support and effort.

And finally, I would like to acknowledge the Senior Leaders and the Board of Feros Care – past and present – for the faith, support and wisdom which has been so generously offered to me as CEO.

Over the last few months, I've had opportunity to reflect on my 20 years with Feros Care and I'm proud to share some of my personal favourite moments in this edition (page 8).

As always, we have plenty of stories about the people who matter most – you, our clients, residents and participants. See how Christian and Greg (page 11) are still living life on their own terms at 75 and 80, and how NDIS Participant, Mark de Waard (page 6) can 'stand on his own two legs' after 30 years!

As I write this, I've just attended a wonderful 100th birthday celebration for a bright, vibrant and always bold Feros Village Byron Bay resident, Nina Marzi. There were lots of her family, friends and fellow Feros residents there and what an honour to witness the enjoyment they all derive from each moment of their lives. It's an example we can all aspire to.

Part of growing bold is to discuss things that aren't always talked about – to explore the taboo so it becomes a little less fearful or misunderstood.



In this edition we consider a new perspective on death and dying (page 24) and look at gender and personal pronouns (page 18).

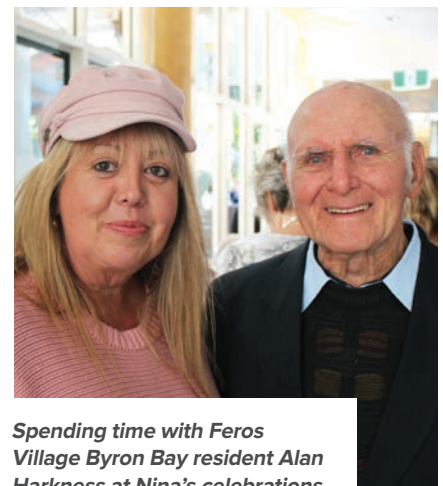
There's plenty more inside the cover! The focus for Feros magazine is information and enjoyment. We'd love to hear your feedback and any suggestions for the magazine. You can email your feedback and ideas to marketing@feroscare.com.au and they will be gratefully received.

I hope you and yours remain safe and well. While we're proactively contacting our clients and participants to make sure they're safe, if there is anything we might be able to do to support you, please get in touch. In the meantime, I hope you enjoy reading this edition of your Feros magazine, and I look forward to joining your ranks as an avid reader in the next!

Jennene Buckley
CEO



Nina arrives to her 100th birthday celebration in style.



Spending time with Feros Village Byron Bay resident Alan Harkness at Nina's celebrations.

GRAN SLAM LIVE LAUNCH

More than 40 poetry-slamming seniors from Cairns to Sydney lit up the internet at the end of 2020 when our ground-breaking ‘Gran Slam’ project went digital in a free live-streamed event.

The ‘COVID edition’ of the popular slam poetry project saw our razor-sharp collective of seniors showcase what they have learned during eight weeks of coaching and workshops under the tutelage of experienced poets and literary performers Luka Lesson and Sarah Temporal.

Hosted by award-winning comedian and cabaret artist Jenny Wynter, and watched avidly by a digital audience, Gran Slam LIVE saw the free-wheeling wordsmiths perform their own works, as well as special appearances by their Gran Slam mentors, Sarah and Luke, and musicians Gordon Hamilton and Tom Thum.



BARNEY MILLER CLASSIC

For 22 years Barney Miller has held the Barney Miller Classic – an annual surf competition in Sawtell, NSW. The competition aims at raising donations for someone in the community in need. It’s Barney’s way of giving back – and brings surfers together from as far as Sydney to the Sunshine Coast.

In 2021 over \$20,000 was raised for injured surfer Matt Clerke “Chook” who lost all function in his spinal cord after an accident.

A wonderful opportunity for the members of the Sawtell and wider surfing community to get together, surf, grab a bite to eat and make some new friends, Feros Care was proud to sponsor this event in 2021. The event was a huge hit with over 140 competitors turning up on the day and described the experience as “an amazing chance to give back”.

Can’t wait for next year’s event!



PRIDE SUPPORT NETWORK



Our Pride Support Network is a grassroots group created by team members who wanted a safe space for LGBTIQ+ staff, their allies and anyone interested in better understanding their friends, and family members in the rainbow community. In turn this will ensure that we support and care for our LGBTIQ+ clients with greater understanding and respect as well. The group has a number of exciting initiatives that will work toward this cause – so stay tuned!

RED CARPET ROLLED OUT FOR ALAN

Filmmaker Alan Harkness walked the red carpet for the premiere of *Village Life*, his latest creation – at 90 years of age.

Having once worked alongside Hollywood screen icons Ava Gardner and Fred Astaire, the storytelling veteran has donned his director's cap for a new passion project – a documentary about life at Feros Village Byron Bay, his home.

Village Life provides an insider's perspective of the bold, beautiful and vibrant community of Feros

Village Byron Bay, with many of Alan's fellow residents and carers having starring roles in the film.

Shot on location in early 2020, the documentary's premiere was put on hold due to the unfolding COVID pandemic, but Alan finally got his moment in the sun when Feros Village Byron Bay hosted a much-anticipated screening for residents, staff, family and friends in February. Friends from the industry also made an appearance including Damon Gameau from *That Sugar Film*.



Alan said he was motivated to get back “behind the camera” to help break down stereotypes around aged care.

“I want to show that aged care doesn't have to be all long corridors and small rooms,” he said.

“I've met some really interesting people here – there's a lady who has taken up drumming, another who knits enormous, colourful blankets, some whom I've done ballet classes with and a man who works on these huge jigsaw puzzles.

“There are a lot of different backgrounds and talents here – and stories to share.

You can view Alan's film *Village Life* on **Feros Care's** YouTube.



WHAT'S NEW ON THE POD



Now in its third season, the *Grow Bold with Disability* podcast continues to raise the voices of people living with disability.

This season we've had insightful conversations with a whole range of talented people, including Rachael Leahcar, *The Voice* season three finalist who is also legally blind, and Wil Anderson who joins Pete and Tristram to discuss pain management and medical cannabis.

LISTEN NOW
feroscare.com.au/podcast

REMEMBERING PETER

We were saddened to learn of the recent passing of Peter Warner. Peter lived a bold life, and was committed to empowering seniors to do the same. Over the past few years, Peter had developed quite a connection with Feros, beyond his *Fearless* Film debut. His was one of the most popular films in season one, and he was involved in a number of other events, made himself available for media appearances, held a book launch at our space, and donated his time to us generously. He was a true gentleman with an awesome life story to share. We are so



grateful to have worked with him. The story of his rescue of his now life-long friend Mano is currently being turned into a Hollywood film. We can't wait to see it. Meanwhile, visit feroscare.com.au/fearlessfilms to see Peter's inspiring story.

MARK'S NDIS PLAN HELPS HIM MOVE FORWARD AFTER 30 YEARS

AFTER LOSING A LEG IN A MOTORBIKE ACCIDENT MORE THAN 30 YEARS AGO, MARK DE WAARD'S WHOLE EXISTENCE WAS TURNED UPSIDE DOWN. NOW, HE WANTS TO SHARE HIS STORY AND HIS MOTIVATION FOR FORGING A FULFILLING FUTURE.



This time last year, amputee Mark De Waard wasn't able to stroll into the ocean for a dip, he couldn't take a shower on his own, and he wasn't able to mow the lawn for his family.

He was in constant physical pain, maintaining his mental health was a struggle, and he felt isolated.

With the help of a couple of NDIS plans, however, and through his own sheer willpower and determination, Mark has been able to create a new life for himself.

Since losing his leg on October 15, 1987, after a motorbike accident on his way to work, Mark has undergone multiple surgeries to his back and leg and has endured ongoing pain in his shoulders.

Over the past 34 years, he's had no choice but to learn how to cope in his new world of living with a life-affecting disability. One of the hardest obstacles has been not being able to stand on his own in a shower because a 'normal' prosthetic leg can't withstand water.

Another major disappointment has been not having the ability to step confidently into a pool or walk into the ocean – with the security of two legs – with his wife Jade and their children, 11-year-old Brae and 15-year-old Dustin.

However, as part of the plans activated with Feros Care and the NDIS, Mark was provided with a 'wet' leg in his 2019 plan. This prosthetic

is now allowing him to enjoy a range of social and family activities, as well as take on responsibilities around the house which previously, he simply couldn't tackle.

"Now I can go swimming, I can go to the beach with my kids, and I can go fishing," Mark says.

"I'm not sitting around if we go to a water park – I can walk and go on a slide.

"The really big thing for me though was when I walked into the shower with two legs and I was standing up.

"I haven't been able to stand on two legs in the shower for 30 years. It was a real turning point. I went 'wow' and said, 'I can't believe this.'

"I am also stronger in my back and I can now mow the lawn. And that makes me feel normal."

“ I AM ALSO STRONGER IN MY BACK AND I CAN NOW MOW THE LAWN. AND THAT MAKES ME FEEL NORMAL.

Mark says that because of the supports and services he's receiving, his social opportunities and mental health have improved.

"When they first came to my house, I didn't think I needed any help from the NDIS, but now I am so glad I joined the scheme."

As well as the wet leg, supports have included the provision of an everyday leg, exercise physiology including massage and hydrotherapy,

bathroom modifications, help with household cleaning and yard maintenance, and assistance with trips to the library so Mark can explore courses he's interested in studying.

“ I'M OUT AND ABOUT – I'M A SOCIAL BUTTERFLY NOW.

"I'm out and about – I'm a social butterfly now."

His improved strength and physical health meant Mark could contemplate regular employment. Last July, he started a job organising orders and working with couriers three days a week at the Bushman's Bakery in North Mackay. He's also completed training and now has his forklift licence.

"At the beginning, I had a lot of anxiety because I hadn't worked for 30 years and suddenly I was straight into it.

"It was half exciting and half stressful but good bosses and a supportive environment were a big thing. They don't look at you as disabled, which helps."

Mark's aspirations for his future have also soared, and longer-term, he's planning to work in the field of community services to support others with disabilities in advocacy work and through sharing his story.

"At the end of the day, I'd really like to study and be a case officer for the NDIS."

Feros Care Mackay Local Area Coordinator Stacey Atkinson says

LAUGHTER YOGA THE BEST MEDICINE



WE'RE PROVING THAT LAUGHTER AND YOGA IS THE IDEAL COMBINATION FOR OUR VILLAGE RESIDENTS. IT'S ALL PART OF OUR MISSION TO INJECT JOY INTO THE LIVES OF OUR RESIDENTS AND CLIENTS!

We believe stretching, breathing and laughing into your later years can assist with loneliness and depression, physical ailments and overall wellbeing.

Our innovative 'Laughter Yoga' programs are held across all three villages, Wommin Bay, Bangalow and Byron Bay. The classes are all about strengthening laughter muscles through the gentle art of yoga – by stretching and smiling you stimulate a range of positive chemicals to the brain.

We engaged self-confessed 'Happydemic' Heather Joy Campbell to train staff and work with residents. A Global Ambassador for Laughter Yoga International, Heather says "I have a corporate background that dealt with demanding deadlines, so I personally sought out a better way to deal with stress.

"Through Laughter Yoga I was able to live a more holistic life by gently stretching and having a good old-fashioned laugh. I'm so proud of Feros Care for embracing a 'happydemic' for their residents in the face of a global pandemic."

Yoga builds physical strength, creates mental stability and promotes spiritual growth and as an added bonus it doesn't have to be taken too seriously.

After their sessions, residents described themselves as feeling 'exhilarated' and referred to laughter as 'contagious' and something that 'keeps you alive.'

Feros Care Residential Villages Wellbeing Lead Alex McCord said, "Laughter stimulates a range of happy endorphins in your brain, improves circulation and gets the blood pumping. Laughter Yoga is a time where

residents come together, even if they don't feel like laughing invariably they begin to laugh."

Laughter Yoga is a light-hearted exercise popularised by leading physician Madan Kataria (who also created World Laughter Day held on 2nd May) for overall health and wellbeing by using a simple Pranayama breath and the feel-good emotion of laughing. When we laugh we exhale up to 20% of stale air and inhale oxygen rich air.

There are more than 20,000 Laughter Yoga clubs across the globe (and counting) with classes in over 110 countries from schools to large corporations to aged care.

Just 15 minutes of laughter and yoga a day can improve sleep, boost the immune system, increase blood circulation and help people feel more connected to their mind, body and spirit.

that working with Mark and being able to see the impact of how NDIS plans can help people live the lives they want is "amazing".

"He's the reason I do the job I do. People can go from being reliant on informal supports like their partners to being able to get their confidence back and shower themselves and do things they haven't been able to do.

"You might not think it's a big deal, but it's a huge achievement."

Stacey says that many people, once they have better supports and services in place, are able to gain employment which is a huge step in boosting independence and self-esteem.

She says Mark would be "amazing to have in the field" if he carries on with his plans to work as a case officer.



For more stories of NDIS Participants reaching their goals visit feroscare.com.au/LACstories



LASTING LEGACY UNDER CEO'S 20-YEAR HELM

AFTER BUILDING FEROS CARE GROUP FROM 100 TO 60,000 CLIENTS OVER A 20-YEAR PERIOD – DYNAMIC AND MUCH-LOVED FEROS CARE CEO, JENNENE BUCKLEY WILL LEAVE HER POST AT THE END OF JUNE 2021, LEAVING A REMARKABLE AND LONG-LASTING LEGACY FOR THE ORGANISATION.

Known for her passion, innovation and strategic thinking, Jennene says she's so proud of Feros Care's achievements in the past 20 years and has been honoured to have had the opportunity to work with such dedicated, passionate people.

"It's been a journey I would have never imagined when I started 20 years ago. Our Board of Directors has allowed us to dream big, innovate and entrusted me to grow and diversify our organisation without losing sight of our mission and passion for making a difference in the lives of the people we care for and support.

It has not been an easy journey, the pace of growth together with constant funding pressures, working through 10 years of reform, now another five years of significant change by government being announced, and with many other challenges to keep us busy including the Royal Commission, floods, fire, and the global pandemic. Despite these challenges we have been able to lift Feros Care onto the world stage, winning the Global Award for Excellence in Ageing Services twice, leading nationally and internationally in digital innovation and service models.

Our workplace culture has kept us moving forward, despite the relentless pace, there has always been room for laughter and fun. The energy, the creativity, the boldness of Feros Care and a workplace where everyone matters, is something special and something that will position Feros Care well for the future".

Feros Care Chair, Colin McJannett said Jennene has also made a significant leadership contribution to the aged care sector in Australia and as she steps away from the intensity of a CEO's role, there is more she has to give on a sector-wide basis.

"Her contribution on the national boards of the Aged and Community Services Associations and the Aged Care Industry Information Technology Council, and her participation in the Royal Commission, have demonstrated an ability to contribute on a sector-wide basis. Added to this the experience in strategy, innovation and service transformation which places her well for the future".

We're excited to see her contribution to the industry be ongoing and to have her fighting in the corner to achieve the best care for seniors and people with disability in Australia.



JENNENE'S GREATEST FEROS CARE MOMENTS

ASKING JENNENE BUCKLEY TO SELECT THE HIGHLIGHT OF HER 20 YEARS AS FEROS CARE CEO IS LIKE ASKING A PARENT TO NAME THEIR FAVOURITE CHILD – AN IMPOSSIBLE TASK. WITH SO MANY MEMORIES AND MILESTONES TO CHOOSE FROM, SHE HAS INSTEAD NARROWED THE LIST DOWN TO SEVEN OF THE BEST.



LIFELINK ASSISTIVE TECHNOLOGY SERVICE

Launching this service was the start of a decade of transformation in the way we provided care and support to our clients. With our remote vital signs and home safety monitoring systems, we started to look at technology we could put in the hands and homes of seniors and have gone on to introduce other initiatives such as our Healthy Life chronic disease program, virtual nursing and allied health, Virtual Social Centre and next-generation, Google-enabled smart home programs. The key to our success has been the robust process used in testing the technology. We trial and pilot a lot of technology that never gets in the hands of seniors because it's not appropriate or reliable and, when our teams do launch a new digital product or service, they have included our clients in the design and testing and then surround our clients with the support they need to help them overcome any concerns or anxieties. We get great feedback about our technology initiatives because we get them right.

2011 – GLOBAL INTERNATIONAL AGEING IN EXCELLENCE AWARD

For a little organisation from Byron Bay to be presented with such a prestigious award in front of 10,000 people at the global conference in 2011 in Washington DC was an amazing moment for me. International peak body Global Ageing recognised us for our pioneering work in establishing Feros Central, our national contact and referral centre that saw us have one location for the provision of services and enabled all our staff in the field to work remotely. This was ground-breaking at the time and the biennial award made us realise we could lead the world in aged care service delivery. Eight years later we were recognised again, in 2019 for our innovation with voice-activated service supports and the Virtual Social Centre and client portal. For an award that is only given to one organisation globally every two years, to win twice has been a significant recognition and reward for our efforts in wanting to pioneer 21st Century Care.



2016 – REGIONAL ASSESSMENT SERVICES



Being chosen to commence the new Regional Assessment Service on behalf of the Federal Government was a game-changer. It demonstrated our capability to mobilise new national programs for the Government in a very short time frame. It also allowed us to connect with more than 35,000 seniors annually across New South Wales and Queensland and while the service is short term, with the team mainly providing assessment, planning and linkages to services, we play a vital role in setting the person up for success in achieving their goals to continue to live independently. Winning such a huge service was proof that when a challenge is put in front of us at Feros Care, everyone just comes together to make it happen. From this service, a new independent company Aspire4Life was created, which has an exciting opportunity to grow nationally to become the Government's favoured partner in independent assessment and coordination.

COMING OF AGE

2016 is a year I will never forget. From winning the largest allocation of Commonwealth Home Care packages nationally, growing our service footprint for community-based care to 29 Aged Care Planning Regions across five states and territories, and creating the Byron Model of Care that focused on the eight domains of wellbeing, this was a year our Grow Bold mission became a reality. We were competing for tenders with over 1,000 organisations, doing incredible work with technology and our Grow Bold Not Old initiatives started to challenge the traditional thinking of aged care and ageing. We wanted to change the conversation to one where ageing is normal and doesn't stop you from contributing to community, continuing to learn, engage and participate in life regardless of age. With programs such as Graffiti Grans, Fearless Films, Gran Slam Poetry and Ask Gran Not Google unlike anything the industry had seen, and being recognised by the NSW Ministerial Advisory Committee on Ageing and the Aged Care Quality and Safety Commission for our work. We didn't just want to provide excellence in care but help older people live their best lives.

2016



2017

NDIS PARTNER IN THE COMMUNITY



Winning the contract to be Local Area Coordinators for the NDIS in Mackay, Townsville, ACT, Northern Adelaide and Barossa Valley was a significant evolution for Feros Care. Overnight we moved from being an aged care organisation to a people care organisation, with our biggest client cohort now people under 65 years old. Working with the Federal Government on the rollout and evolution of the NDIS has been exciting, challenging, exhausting and fulfilling. We were able to employ 180 people in the disability industry and Feros Care today supports more than 25,000 NDIS participants aged from 8 to 65. All the hard work has been worth it, as being an NDIS Partner in the Community has added so much richness to what we do.

BE SOMEONE FOR SOMEONE

Having grown from one retirement village in Byron Bay to touching the lives of 60,000 clients, Feros Care Group is now an organisation of influence and ready to take on bigger social issues. The launch of this charitable initiative to tackle loneliness is something I will always look back on with so much pride. We have seen loneliness play such a huge role in aged care and disability, but it is an issue that affects all Australians, with one of the loneliest cohorts being young adults. We have committed to advocating for people suffering from loneliness and creating and growing impactful programs to enable meaningful connections and better wellbeing. This issue has not been tackled properly and it is up to us to do it. Watch this space as I have no doubt Be Someone For Someone will one day be as respected, influential and important as Beyond Blue.

2019



2020

COVID RESPONSE



The COVID-19 pandemic has changed our world forever, with the past year or so being one of the most exhausting, worrying and proudest periods of my Feros Care journey. In the early months of the crisis, there was a lot of talk about the impact on residential aged care but what went under the radar were the millions of independent seniors who were sitting in their homes. Our staff and volunteers were heroic, risking their own safety to continue to care for our clients within hot spots, towns and locations that presented high risks. I don't think people realise what a huge job it has been to keep our staff safe and our clients supported. Staff and volunteers across the organisation came together to establish outbound call teams, hotlines, distribution centres, COVID check-in stations and emergency control teams. We rolled out wellness and resilience programs to support our people emotionally. We once again rose to the challenge and that is because our values are strong at Feros Care. People matter, people care. It is part of our DNA.

LIFE ON THEIR OWN TERMS



FROM STYLING THE HAIR OF ROYALTY AND CREATING AWARD-WINNING POTTERY TO MAKING THE FRONT PAGE OF NATIONAL NEWSPAPERS, CHRISTIAN JAMES AND GREG BAKER HAVE LIVED WHAT THEY CALL “A VERY FULL LIFE”.

At 75 and 80 respectively, the pair have seen the world, lived by the seaside and rubbed shoulders with the rich and famous.

“We’ve got a lot of great memories we can sit back and think about... if we can remember them,” Christian jokes.

As a hairdresser, Christian has styled Bette Davis, Cher and the Princess of Japan; as a draftsman, Greg has honed his skills on engineering projects.

Together they created dozens of giant character hats that were a highlight of the Melbourne Cup Carnival from 1989 to 2010, gaining international media coverage and the attention of Barry Humphries.

This creative couple has lived a colourful life on their own terms and now, with the help of Feros Care, they continue to do so in their own home.

The pair live independently in their Toowoomba apartment with the support of government-funded Home Care Packages that subsidise services delivered by their chosen provider, Feros Care.

“When I was made aware of what was available my world just got better,” says Christian.

“My life has been made a lot easier with simple things installed around the house to keep me safe and mobile like hand-grabs and toilet frames.

“It’s the little things that help out a lot – like a swinging kettle that stops me from burning myself so I can still make my own cup of tea or coffee.”

Greg gets help with household duties like cleaning and laundry, which frees up his time to garden.

“Greg loves gardening – it’s always been his specialty,” says Christian.

“We’ve got a small L-shaped area and he’s turned it into the Gardens of Babylon.”

“ WHEN I WAS MADE AWARE OF WHAT WAS AVAILABLE MY WORLD JUST GOT BETTER.

It’s in the garden with their little dog Tyren that they reminisce about their days organising everything from models to removalists to make their bold and ambitious hat ideas a reality.

“Once we did a hat made of hair with remote-controlled horses that ran around the track; another year we did two big octopuses with Fosters beer cans,” says Christian.

“When we did a giant Dame Edna hat, Barry Humphries sent the photos to papers in the UK and gave us tickets to his show.”

With Christian as head creator, it was up to Greg and his draftsman skills to turn these giant artworks into wearable hats.

“Each hat took about six months to make and you had to think of everything – how to balance them; how to fit them on a head; how to make them stay in place,” says Greg.

“They were so big that the models wearing them would find it difficult getting into the bathroom.”

These days the pair are content with their garden, their pottery, their puppy and the two remaining hats they keep at home, and are grateful they can continue to enjoy life on their own terms.

“It’s not nice when you lose things you could normally do and you have to rely on others but these people from Feros Care have been wonderful,” says Christian.

“We have the most wonderful cleaner whom we can trust and we loved how we were taken shopping to choose aids that work best for us.

“We are also very grateful to the Feros Care team for their simple and ongoing communication. They always take the time to explain how the various home and community programs work – taking the mystery out of the many Government requirements; all the while providing high standards of work and services.

“We can’t recommend them highly enough as care providers.”



Want to know more about Feros Care's In-home Services, or what government subsidy you might be eligible for? Visit [feroscare.com.au /home-care](https://feroscare.com.au/home-care) or call us on 1300 763 583

COMMUNITY PROJECTS

TALKING ABOUT YOUR DISABILITY YOUR WAY

EMPOWERING PEOPLE WITH DISABILITY, AND EMPLOYERS, TO ESTABLISH SUSTAINABLE EMPLOYMENT IS A TOPIC WELL WORTH TALKING ABOUT.

Feros Care as an NDIS LAC Partner in the Community has worked with Disability Employment Services (DES) Provider, Multiple Solutions to deliver the project. The project has created a platform for people with disability to have a voice in identifying and achieving goals in employment, volunteer work, and study.

The Talking About Your Disability Your Way guide was created through co-design with people with disability, local community, and mainstream organisations. It has the potential to enable people to tell their stories on an individual level. The guide is designed as a tool to give people

a voice in overcoming roadblocks while promoting self-advocacy and inclusivity.

Feros Care Community Development Coordinator (CDC), Carly Grose explains that the aim of the guide is to empower people with disability and employers alike to build sustainable, on-going employment.

“Not only is this guide intended to assist LACs nationally, but it is intended to inspire the wider community and a broad range of services to support people with disability in sharing their individualised stories,” Carly said.



The guide supports not only the user to understand the roadblocks when starting employment, volunteer work or study but also helps their supporters understand how to remove roadblocks to create equity and offer people with disability independence, choice, and control.



The Talking About Your Disability Your Way Guide is available FREE from feroscare.com.au/Guide

STEP 2 EDUCATION & EMPLOYMENT

FEROS CARE COMMUNITY DEVELOPMENT COORDINATOR, TRICIA HOAD HAS A SIMPLE PIECE OF ADVICE FOR PREPARING SCHOOL LEAVERS WITH DISABILITY FOR EMPLOYMENT OR FURTHER EDUCATION.

“Start early,” she says.

The team noticed in planning meetings that young participants and parents were experiencing difficulties transitioning from school. They found there was a big gap in knowledge for both families and colleges when it came to options for students with disability moving into employment or further education.

“Colleges were telling us that families were approaching them in the last term of Year 12, not knowing what the next step for their young person

was,” Tricia explains. “Families were also telling us that there was a gap in information, and they did not know where to go or what they needed to find out about.”

“After listening to the community, we developed the Step 2 Education & Employment Project, aimed at bridging that gap.”

Feros Care's Step 2 Education & Employment team have spent the better part of two years working with educators, families and a wide range of community organisations, to help students with disability make informed choices about their future with the right supports in place to meet their goals.

And the choices are many, as are the organisations that can provide support. Over the course of the

project the team developed an invaluable resource that brought all these options together in one easy-to-use place.

The Step 2 Education & Employment Guide has benefited from the wisdom of people with many years of lived experience caring for children with disability.

“Many of our Local Area Coordinators are either parents of children with disability and have walked beside them as they transitioned from high school to the next stage of their lives or have a wealth of experience gained over the years working with young people. They were happy to share their experience and what helped them – as well as tips that they wished they'd known themselves,” says Tricia.



The Step 2 Education & Employment Guide is available FREE. You can download the ACT and Queensland versions from feroscare.com.au/Step2 (South Australia version coming soon!)

ONLINE ART COMPETITION

ONLINE ART COMPETITION FOR PEOPLE LIVING WITH DISABILITY

IN APRIL WE LAUNCHED AN ONLINE ART COMPETITION FOR PEOPLE LIVING WITH DISABILITY – WITH THE THEME ‘BEHIND THE MASK.’

Masks are typically used for protection. But they can also be used for disguise, performance or entertainment. Artists were invited to share the significance of masks in their life and to start a conversation around fears and dreams.

The response was wonderful – with more than 70 entries from artists with disability all across Australia, we were excited to see the depth of talent out there. Thankfully, we don’t have the difficult task of judging the winners. Emily Crockford, award-winning artist, with support from Studio A has that honour. Emily’s professional success paves pathways for work by artists with disability to be visible and valued. Awarded high profile public art commissions, winning awards for her art and featuring in many exhibitions and galleries, Emily takes on each new challenge with passion to produce impressive and arresting works. Emily was the recipient of the 2020 National Arts and Disability Emerging Artist Award. Emily was also an Archibald Prize Finalist in 2020.

Winners announced 4 June 2021.



You can view all entries on our Facebook page, or visit feroscare.com.au/artcompetition

HOUSING & HOMELESSNESS PROJECT

COMMUNITY WRAPS AROUND ITS MOST VULNERABLE SO NOBODY IS LEFT OUT IN THE COLD.

More than 18 months ago the Queensland Department of Communities identified that a housing crisis was looming in a number of regions, including Mackay. The place-based response was funded in partnership with Q-Shelter. It saw the Mackay Care Coordination Group (MCCG) come together to support their most vulnerable – including those with disability, already homeless or likely to become so.

People who identify as homeless often have difficulty accessing mainstream services. Feros Care Senior Local Area Coordinator, Davina Harrison who leads the project for Feros Care explains that barriers include logistical issues such as having no telephone to confirm appointments, or no identification to access government services such as Centrelink. In Mackay the only bulk billing doctors are approximately 15km from the city centre – too far for most homeless people to travel as they choose to live in the city centre where they have better access to public facilities such as toilets and showers.

In general, people who are homeless are distrustful of government or community organisations. For instance, the physical, emotional and financial vulnerability of homeless people

means they are often easily exploited which can lead to legal problems and/or incarceration.

Feros Care Community Development Coordinator, and 20-year veteran in the community sector, Di Chataway believes the root cause of vulnerability amongst this cohort is disconnection. Disconnection from family, friends and community. She describes the MCCG as “taking people who are alone and folding the community back around them.”

The ethos of the MCCG is that nobody is left behind. This person-centred approach sees the ‘first response team’ come together to understand what a person needs, and then work together to meet those needs. Often, access to linkages and support from Feros Care Local Area Coordinators isn’t high in the triage – however it does become very important in the long term, playing a big part in housing stability for those with disability.

Throughout the project, Feros Care Local Area Coordinators have followed the progress of the people they’ve worked directly with. There have been a number of people who we have been able to support through the project, and we look forward to sharing their stories in the future.

ONLINE ART COMPETITION PRIZE AWARDS

**BEST OVERALL
AWARD**
valued at \$250

**YOUTH CATEGORY
AWARD**
valued at \$250
(under 16)

**PEOPLE’S CHOICE
AWARD**
valued at \$250

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SOCIAL PRESCRIBING

AS THE WORLD BECOMES MORE AWARE OF THE IMPORTANCE OF SOCIAL CONNECTIONS AS A KEY DETERMINANT OF OUR HEALTH AND WELLBEING, POLICY MAKERS ARE BEGINNING TO CREATE FORMAL FRAMEWORKS TO ENSURE COMMUNITY CONNECTEDNESS IS INCORPORATED INTO OUR HEALTH CARE SYSTEMS, AS THEY SHIFT THE FOCUS FROM ILLNESS TO WELLNESS.

This is not new to Feros Care; having recognised the importance of the social determinant of health decades ago, for thirty years Feros Care have included services and supports to ensure that clients get a healthy dose of community and connection. It's one of the ways we deliver our mission of enabling bold lives. And that's why Be Someone For Someone was established – an initiative specifically designed to tackle loneliness and help people enjoy the social connections so vital to their health.

The good news is, the rest of the world is starting to catch up and a concept called 'social prescribing' is gaining traction – so much so, there is now an international day to draw attention to it.

WHAT IS SOCIAL PRESCRIBING?

At its most basic, social prescribing is the notion that "prescribers" (GPs or others) prescribe community-based activities and local non-clinical services, instead of or to supplement traditional medications – taking into account the broader health and psycho social needs of their patients.

Social prescribing can address key risk factors for poor health including social isolation, unstable housing or poor mental health, prescribing

nutrition classes, walking groups, or Men's Shed for example.

In social prescribing, the practitioner works with the person to understand their wellbeing holistically, including any socioeconomic factors – rather than just approaching their healthcare from a clinical perspective. They will then prescribe and actively link patients to the huge range of programs and services that already exist in the community, to get the support they need.

HOW DOES IT DIFFER FROM TRADITIONAL TREATMENTS?

When opening at the Third Global Conference on Social Prescribing recently, The Prince Of Wales said, "Community, collaboration and compassion in equal doses can support a person in ways that medicine on its own is unable to achieve".

Traditionally, healthcare has been about treating symptoms and conditions, but social prescribing is about looking more closely at why these symptoms exist and how a person's physical and social environment can affect their overall health.

Ultimately, it's about addressing the root cause of poor health, which may

not be a medical issue, but a social one.

SOCIAL PRESCRIBING IN AUSTRALIA

It's one thing for a GP to prescribe a community-based activity, but unlike with medication, we don't have a definitive list of approved drugs or a one-stop-shop like a pharmacy to dispense a social prescription.

We need to ensure that prescribers know what is available for their clients and that once a support service has been prescribed, we have the capacity to really link and guide people with these services to overcome any barriers in accessing them- confidence, transport and technology for example.

The United Kingdom's National Health Service (NHS) has already created 1,100 'link workers' attached to Medical Practices to support GPs and patients by linking them to the supports they have identified together.

At Feros Care, we have been doing this for many years, but more needs to be done on a national scale and we are joining the calls for a systematic, nationally scaled but locally implemented approach to social prescribing in Australia.

WHAT'S NEW ON THE VIRTUAL SOCIAL CENTRE

NOW THE
VSC IS EVEN
EASIER TO
USE.

HOW FEROS CARE HAS BEEN IMPLEMENTING SOCIAL PRESCRIBING FOR DECADES

Feros Care doesn't focus on 'what's the matter with me'; Feros Care focuses on 'what matters to me'. Within this framework, there are eight domains of wellbeing:



The success of social prescribing relies heavily on local knowledge. At Feros Care, we have invested enormous resources in understanding and building strong community connections across our footprint so that we know exactly what's available in each area, to support each individual client in a way that meets their personal needs. And where there are gaps- we try to bridge those too. Take our Virtual Social Centre and Let's Get Technical programs, both designed specifically to help those who have barriers to connecting with community activities and supports in conventional ways or In Great Company, our volunteer visitor program.

We're evangelistic about social prescribing – long before it became a term or a thing. Speak with our team and they will ask you what the fuss is all about. It's "the way we do things around here". But we do need to help front line professionals to understand and implement the concept and to advocate for a healthcare system that supports them to do that.



To learn more about our social prescriptions visit feroscare.com.au/technology

The Virtual Social Centre is a place for seniors to stay connected virtually and have new experiences from the comfort of home. Find sessions ranging from book clubs, language lessons, music and gentle exercise – and lots more!



WAITLIST FUNCTION

Is your favourite session booked out? Now you can add yourself to a 'waitlist'. You'll be notified in the VSC when a spot becomes available and automatically added to the event.



EASIER TO USE

Same, same, but different! While you're familiar with our current, upcoming events and catch ups, we tweaked them a little to make your experience even better.



RECOMMENDATIONS

Events will be recommended to you based on your interests. Now you can immediately see what's coming up, that's of specific interest to you!



FIND THINGS EASIER

Navigating the VSC for your favourite, new and upcoming sessions is now easier than ever, to engage and support you in all aspects of your life. The best part? You can search for your favourite category, host or event!



MORE WAYS TO CONNECT

The VSC now allows us to connect you with more seniors and offer you more events. This way, more seniors can join our vibrant community. Get ready to grow!



VIEW SESSION LENGTH

You'll be able to see the exact length of each session when booking. This way, it's easier for you to fit your favourite session in your diary and avoid conflicting events.



QUICK CANCELLATION

The event overview feature allows you to cancel your registered events quickly, if you need to. This means others can join the session, especially if it's booked out.



EASIER TO READ

The new design makes the Virtual Social Centre easier to read, and find what you're looking for.



Want to get social on the VSC? Visit feroscare.com.au/VSC



ASK GRAN NOT GOOGLE GOES TO UNI



A team of Ask Gran Seniors came up against teams from Southern Cross University's Faculty of Health to compete for the inaugural Ask Gran Not Google Intergenerational Cup in April. Answering tough general knowledge and health questions, as well as working out if their challengers were telling tall tales, the Ask Gran Seniors won the cup, and intergenerational connections won the day. Hosted by the hilarious Mandy Nolan, the audience and contestants alike had a great day of fun and knowledge, smashing stereotypes around ageing along the way.

Ask Gran Not Google began life as the beautifully simple idea of a Feros Care team member. Let's ask our grandparents when we have a question, rather than consulting Google – let's value the wisdom, experience and colour that we can gather from the seniors in our lives. From there, with the support of the Federal Government, we've been able to make seniors more visible, vital and valuable for more than 85 thousand school students. The Ask Gran Not Google Intergenerational Challenge gives us the chance to value the wisdom and experience of both students and seniors – and to see the benefits of intergenerational connection in action.

HOW WOULD YOU SCORE?

TEST YOURSELF AGAINST SOME OF THE QUESTIONS THE TEAMS ANSWERED

1. If you had a hematoma on your glutes, what would you have?
2. What is a mondegreen?
3. The average person does what thirteen times per day?



If you know a school that would be interested in an Ask Gran Not Google session they can visit feroscare.com.au/askgran to sign up for free!

ANSWERS: 1. A bruised bottom. 2. misheard or misunderstood phrase from a song. 3. Laugh (we don't think that's nearly enough! We recommend trying some Laughter Yoga – see page 71)

HOW JOYCE CHALLENGED THE STATUS QUO

IT'S BEEN NEARLY A YEAR SINCE JOYCE, AN 87-YEAR-OLD TECHNOLOGY ADVOCATE OVERCAME HER FEAR OF TECHNOLOGY BY SIGNING UP FOR LET'S GET TECHNICAL (LGT)

Let's Get Technical (LGT) is designed to build the digital capacity and confidence of seniors with personalised, face-to-face training sessions.

Challenging the status quo and overcoming fears can be incredibly rewarding. Initially, Joyce was frightened of turning on her phone. She found it suspicious and was concerned about the uncertainty that came with it.

"I was afraid of technology, and struggled a lot," Joyce said. "My Technical Support Officer was excellent and so patient! Sometimes I thought if I keep going, he might have a nervous breakdown, but he kept sane," she laughs. "He was really good and very lovely."

In the first weeks of her LGT training, Joyce and her Technical Support Officer focused on goal setting. They designed personalised training based on Joyce's aspirations. Joyce said she felt disconnected from her family and wanted to use technology to become better connected. Joyce wanted to break down barriers and overextended her expectations.

Today, Joyce integrates technology in her life, without even noticing how much she has become used to it.

Through the program, Joyce joined Feros Care's Virtual Social Centre

(VSC), a vibrant online community that allows seniors to connect with like-minded people and share new experiences, all from the comfort of their homes. She was able to build meaningful connections with other clients, and felt less lonely as a result.

"I feel more connected since joining Feros Care's Virtual Social Centre. There is a lady that reminds me a little bit of myself. She is quite shy and lonely, too. But now, she is in the group, and she is having a wonderful time. There must be many people in aged care and disabilities that cannot leave their home. The VSC helps to get people together. It's wonderful," Joyce says.

SMART HOME MODIFICATIONS FOR SENIORS

Through LGT, Joyce became more confident with technology. She is no longer worried, rather she is curious about how technology can enhance her life further. After the LGT service, she put her hand up for Feros Care's Smart Home Modification (SHM) service.

SHM is designed to support clients with new and emerging technologies within their homes. Joyce received various devices including the Google Nest Hub, Google Chromecast, and smart lights. These devices use voice activation to make lives

more comfortable, convenient, and provides seniors with peace of mind.

"Letting Google play music became my favourite right from the beginning. I always got the music going. I even listen to it at night when I cannot sleep. I love the variety! I often have people over, and I ask them 'what's your favourite music?' And then I put it up," enthuses Joyce.

"When my son was here recently, I didn't have much in the fridge. We were asking Google, 'Hey Google, can you tell us a dish we can make with cabbage, bacon, sour cream, asparagus, and cheese?' and Google came up with a recipe about Cream Cabbage, it was delicious," Joyce smiles.

Joyce has transformed from being frightened of technology to being an advocate for it. She was able to build meaningful relationships thanks to emerging technology, which makes her feel less lonely.



To learn how our technology programs can help you visit feroscare.com.au/technology





RESPECTING PERSONAL PRONOUNS – A BEGINNER'S GUIDE

AS A SUPPORTER OF THE LGBTQIA+ COMMUNITY, FEROS CARE OFTEN CELEBRATES EVENTS LIKE MARDI GRAS AND MARRIAGE EQUALITY. IN 2020 THE TEAM CREATED THE PRIDE SUPPORT NETWORK, WHERE LGBTQIA+ PEOPLE AND ALLIES COME TOGETHER TO SUPPORT AND PROMOTE UNDERSTANDING MORE BROADLY ACROSS FEROS CARE.

To help us remain an inclusive and welcoming organisation, a big focus is education. With that in mind, in 2021 our Pride Support Network created a toolkit to help us understand, respect and celebrate the LGBTQIA+ community, and to supplement our existing training.

Something we've noticed there is a lot of misunderstanding about is the use of personal pronouns – why, when and how to respectfully use them. If you're unsure yourself, here's some tips.

UNDERSTANDING GENDER

Because pronouns are generally gendered, it's helpful to understand some concepts around gender initially.

TRANSGENDER

A transgender person is a person who does not identify as the gender they were assigned at birth. For instance, a person may have had their 'sex' listed as female when they were born, however they do not identify as being female.

CISGENDER

A cisgender person is a person who identifies as the gender they were assigned at birth. For instance, a person may have had their 'sex' listed as male when they were born, and they identify as a male.

NON-BINARY

Not everyone identifies strictly as male or female. Their gender identity might change at different times for instance. Some days they may identify as male, others female. They may describe themselves as genderfluid.

PERSONAL PRONOUNS

With an understanding of different gender identities, it becomes clear how personal pronouns are an important, even integral part of a person's identity.

Most people know the female and male personal pronouns – She/Her/Hers and He/Him/His. These pronouns generally fit with the identity of someone who is cisgender. They can also fit with the identity of someone who is transgender.



HELPFUL HINT:

Don't assume!

It's best not to assume. Neither gender presentation (whether a person looks male or female) nor gender identity are an indication of someone's personal pronouns. The only way to know is to ask. We'll discuss respectful ways to ask about pronouns soon!

You may also be familiar with the use of the pronouns They/Them/Theirs used in the singular. These pronouns may be comfortably used by people who identify as nonbinary. The pronouns don't indicate gender.



HELPFUL HINT:

Is grammar that important?

Some people feel odd using they/them/theirs in the singular. True, its use in this way isn't strictly grammatically correct. However, consider the discomfort of the person if their identity isn't respected, and remember that language, too, evolves.

There are also several relatively new pronouns that you may have seen come into use. These include:

SUBJECT	OBJECT	PRONOUN	PRONUNCIATION
Ze	Hir	Hirs	Zhee/Here/Heres
Ze	Zir	Zirs	Zhee/Zhere/Zheres
Xy	Xem	Xyr	Zhee/Zhem/Zhere



HELPFUL HINT:

Honorifics

Did you know there is a non-gender specific honorific in use? It's Mx – pronounced 'mix' or 'mux'. This can replace Mr/Mrs/Miss/Master/Ms.

Now that we have a grasp on some of the important concepts around gender identity and personal pronouns, let's look at some tips on how to apply these in everyday life.

TOP TIPS

FOR RESPECTING PERSONAL PRONOUNS



NORMALISE PRONOUNS

An easy way to get people thinking about pronouns is to share yours. You can add them in your email signature, and in your social media bios. Even if you are a cisgender man or woman, and your pronouns are he/she, letting people know what they are helps others consider pronoun use, and signals that you are personal pronoun friendly.

ASK

Ask everyone their pronouns – not just people you think may be non-binary or transgender. This may be a little out of your comfort zone, but it's another step toward normalising personal pronoun respect. Use your discretion and ask privately where appropriate, depending on the circumstances.

PRACTICE

The only way to get comfortable with personal pronouns, particularly nonbinary pronouns, is to constantly use them. Practice, practice, practice.

SAY SORRY

Mistakes will happen. If you accidentally use the wrong pronouns, apologise and use their stated personal pronouns moving forward – the best apology is to not do it again!

CORRECT

You may hear someone use the incorrect pronouns of a

mutual friend or colleague. Simply let them know what their pronouns are.

NON-BINARY GREETINGS

Try to use non-gendered language when you're greeting a group of people. You could say 'friends', 'team' or 'folks' instead of 'guys', 'ladies' or 'gents'.

IT'S PERSONAL

Get comfortable that there are no hard and fast rules around personal pronouns. What works for one person won't for another.

RESOURCES

This is meant as an introduction to the subject of gender and personal pronouns, created to foster understanding. We believe it's always best to talk with, and most importantly listen to, people in the LGBTIQ+ community to be a supportive ally. Below are some suggestions for further reading and listening.

LGBTQ WIKI – a great resource full of definitions and explanations for anyone wanting to understand more.

PODCASTS – find them on apple podcasts, spotify or wherever you listen to podcasts.

- The Gender Rebels
- This Way Out
- Transition Transmission
- History is Gay
- Queery
- Naked Inside & Out
- Femme, Collectively



A KISS A DAY KEEPS THE DOCTOR AWAY

AND OTHER WORDS OF WISDOM FROM A COUPLE CELEBRATING THEIR 76TH ANNIVERSARY

HERE AT FEROS CARE, WE'RE PRIVILEGED TO WITNESS LOVE IN ALL SHAPES AND FORMS – WHETHER IT'S BETWEEN FAMILY, FRIENDS, COMMUNITIES OR THOSE IN RELATIONSHIPS.

One of those couples is Feros Care clients Betty and John. The couple, who are based in Port Macquarie, are both 96 years old and celebrated their 76th anniversary recently.

The two of them have four children, nine grandchildren and 17 great-grandchildren. They've lived in 13 different places all over Australia. They've experienced war, flooding, a pandemic, mice plagues and locust plagues, not to mention the changes and inventions along the way; mobile telephones, wireless televisions, fridges and washing machines. "Young ones these days wouldn't have a clue what to do with a fuel stove, having to carry water to it!" Betty laughs.

So how do you live through 76 years with the one person – smiling through the good times, supporting each other through the not-so-good times?

Here are Betty and John's top tips for long-lasting relationships of all kinds.

WHEN YOU KNOW, YOU KNOW

Betty and John met as 20-year-olds in Sydney, at the end of World War II, when there was an ice-skating rink on George Street called the Sydney Glaciarium.

"In those days, everyone was army, air force and the navy, as it was during the war," Betty explains. "When I met John at the ice-skating rink, I just knew he was the one. I can't explain

how you know that. He was nice-looking, he looked handsome in his uniform, he smoked a pipe, he was so gentle and he never had a bad temper or anything like that."

They were engaged after six weeks, and married five months after that, having to get their parents' consent to marry due to being under the age of 21.

"Due to war rationing, you could only have a one-tier wedding cake, as it used too much butter and sugar to have any more tiers," Betty says. "You had to have coupons for everything, even to get the material for my wedding dress. But we didn't mind! We just fell for each other, well and truly."

SHOW GRATITUDE FOR EACH DAY

According to Betty, there's beauty in the simplicity of it all when you learn to be content with what you have, especially after so many years with the same person.

"You get to understand a lot about each other, and there are some things you'd like to change but you can't go back to change them," Betty tells us. "And sometimes you just have to watch what you say, making sure you never go to bed cranky with each other, always making up before you go to bed."

According to the two of them, there's a lot to be said for supporting each other through tough times, and



showing up to simply love each other every day.

"Life's more complicated these days! In our day it was so different, with no technology, it's amazing what happens with mobile phones." Betty says. "But no matter how much life has changed, there is so much to be said for being content with what you've got."

KEEP BUSY, TOGETHER

The two of them are still so busy, even 76 years on from their wedding day. Their mobility is limited compared to what it used to be – "you don't move as quickly as you do when you're 16!" John tells us – but with the support of their family and Feros Care, they still live independently and do all their own cooking and washing.

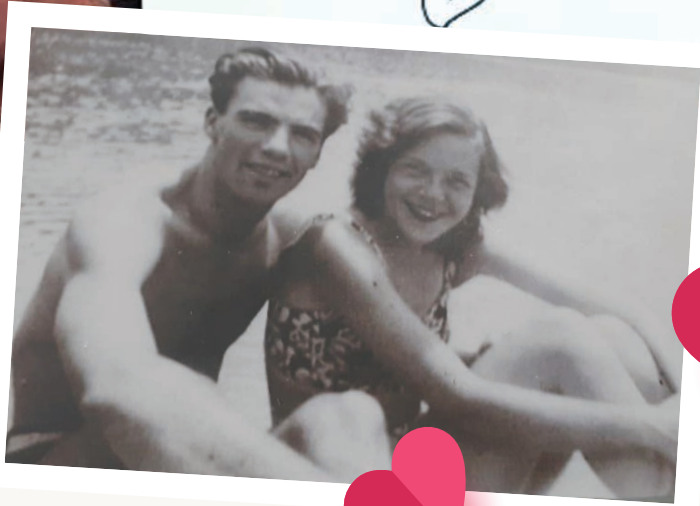
"We've got everything we need and we've also got help," Betty says. "The key is always having something to do – because doing things together is what keeps you busy. Feros have been fabulous, John and I have been





s a day
the doctor
AWAY!!

John and Betty...
96 years old young...
76 years married!!
♡



learning the iPad together. Now we can Skype people, including our one-year-old great-granddaughter in London.”

The two also have their weekly shopping, gardening and cleaning taken care of, so they have time to do more of what they enjoy doing together. John even makes his own bread for the two of them.

“I worked my whole married life. I was a dressmaker, plus I taught pottery and had a porcelain doll business in Sydney,” Betty adds. “Then John and I worked together for a long time after he retired. When you get to do things together, it’s just wonderful.”

TELL PEOPLE YOU LOVE THEM

Because you might not get a chance again – and that’s something the two of them have learned after so many years and so many life events.

“Tell someone you love them every time you talk to them,” Betty says. “Whether it’s your husband, your children or your grandchildren, a friend – if you love someone,

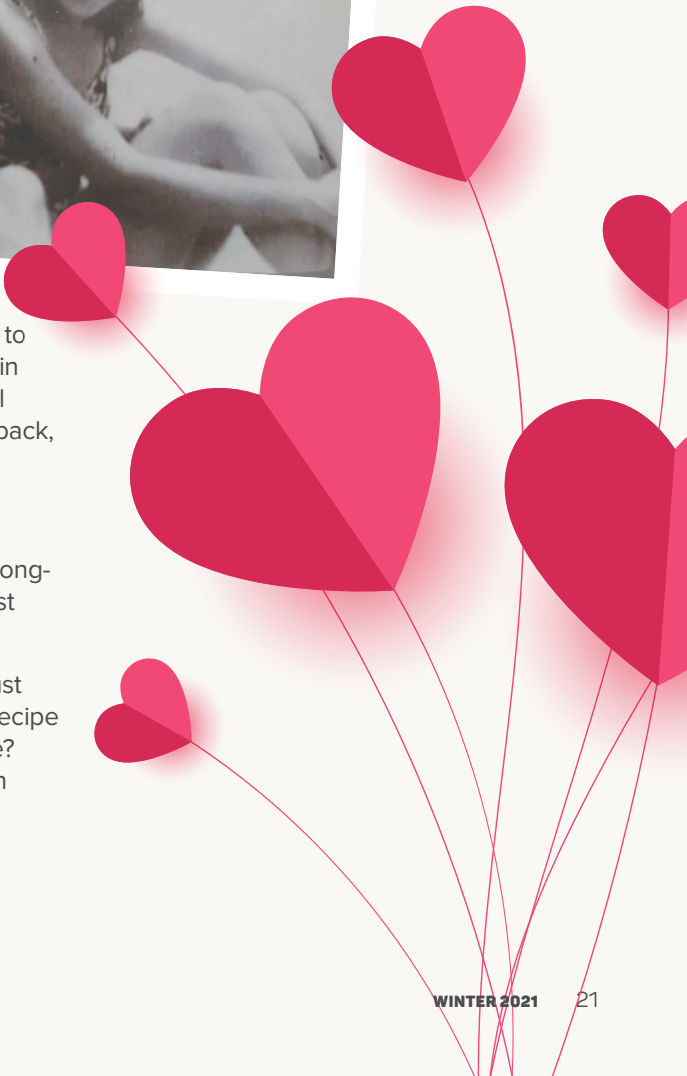
absolutely tell them. When I talk to my great-grandchildren here or in London, I always make sure I tell them, ‘I love you’. And they say back, ‘I love you too.’”

COMMITMENT IS KEY

When asked for the secret to a long-term marriage, John had the best possible answer.

“We can’t believe we are 96, I just love the girl,” he says. “But the recipe for being married for a long time? Just stay married! And love each other, that’s the main thing.”

“I recommend a kiss a day too!” added Betty.



BE SOMEONE FOR SOMEONE

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

While COVID is having less effect on the isolation of those most vulnerable to loneliness in 2021, we have been focusing on services to support seniors who have been particularly impacted by COVID enforced isolation.

During workshops we recently conducted with seniors we heard that they were struggling to re-establish social relationships and activities, and to reconnect with their communities. Some of the hurdles to reconnection, like not knowing what was and wasn't on anymore and the reduced/cancelled services can be addressed relatively easily. However, other issues, such as a fear of contracting COVID, and the loss of self-esteem and social confidence caused by the isolation of 2020 require more focus. We are working with government to make sure they get the support they need.

The stigma of loneliness, which often makes people shrink away from asking for help because they don't want to 'be a burden' is something we're targeting at Be Someone for Someone. Creating connected

communities is one way to tackle this problem. We were excited to once again link up with the people at Neighbour Day, and support this year's Neighbour Day theme, 'Every Day is Neighbour Day.'

To bring some extra fun, we created a quiz, based on research by The Relationship Project, to establish what kind of Neighbour you are – Spoiler – every type of neighbor can bring connection to their neighborhood!

TAKE THE QUIZ on the next page or visit besomeoneforsomeone.org/quiz

SOCIAL PRESCRIBING

Something we're really excited about is the concept of Social Prescribing. Imagine being prescribed fishing to help you sleep instead of a sleeping tablet, or to join a forest walking group to reduce your anxiety – Social Prescribing is the new health movement sweeping the UK and about to reach Australia. Knowing that we are only wholistically well when all our social needs are met, professionals work with patients to access community activities and supports instead of, or as well as medication. Be Someone For Someone is all about helping people build the connections they want and have developed a social prescribing service to help individuals and community organisations connect with each other in a way

Thanks to the New South Wales government and some wonderful community organisations in the Byron Shire, we were able to provide some Christmas connection and cheer to almost 100 isolated seniors in the shire.



not previously possible. I recently attended the Global Social Prescribing Conference to find out what's working elsewhere in the world and make sure Australians can benefit from this 21st century approach. For more information on Social Prescribing, read our story on page 14.

CONSIDER A CARING LEGACY

Feros Care was founded on the generosity of the public, more than three decades ago, with funds raised by our compassionate namesake, George Feros. I am so proud of the impact we have been able to generate from George's kindness, with more than 350,000 Australians receiving Feros Care's support to live bold, fulfilled lives, all instigated by his foundational gift.

Consider leaving a caring legacy through a gift in your Will to Be Someone For Someone. The power that a person's legacy can achieve continues to astonish me. Our growth is not possible without the support of our community; our customers and their loved ones and thoughtful citizens like you. It is this generosity that allows us to go the extra mile, to do things differently and to change lives, one by one. Put simply, we can help others live a happy, healthy life, because of you.

We understand that what happens to your estate is a deeply personal matter. And to entrust us with your legacy is not a decision to take lightly. If you'd like to get to know us better before taking that step, there's nothing we'd like more. You can speak with me, or a Feros Care Executive at any stage, to hear more about how your legacy will live on



TAKE THE QUIZ:

WHAT KIND OF NEIGHBOUR ARE YOU?



Q1: WHAT'S YOUR FAVOURITE THING ABOUT BEING PART OF A COMMUNITY?

- a. all of the connections you're able to form!
- b. being able to help when called upon, you're busy but more than happy to help here and there
- c. the unexpected friendships
- d. the opportunity to do things better and challenge the norm
- e. being able to see when others need a little help

Q2: A NEW FAMILY HAVE MOVED IN NEXT DOOR! WHAT DO YOU DO FIRST?

- a. plan a neighbourhood get together
- b. make an effort to stop by and say hello over the weekend
- c. invite them over for dinner once they're settled in
- d. introduce yourself, while you're there you can let them know initiatives you've got planned
- e. let them settle in first, and then pop over to see if they need help with anything

Q3: WHAT'S AN INITIATIVE YOU WOULD START IN YOUR NEIGHBOURHOOD?

- a. a neighbourhood watch group
- b. I wouldn't normally start something, but I'm more than happy to lend a hand
- c. a regular coffee catch up so you can hear what everyone has been up to
- d. a sustainable community garden – you've been reading about environmental benefits
- e. I don't tend to start things, I like helping people when I see that they need help

Q4: THERE'S A STREET PARTY, WHAT WOULD YOU BRING ALONG?

- a. a dessert platter, I know what everyone's favourite sweet is!
- b. I'll stand at the BBQ and take care of the sausages
- c. enough pasta salad for everyone
- d. I'll try one of my new recipes!
- e. my famous scones, something that will make everyone happy

Q5: WHAT'S YOUR FAVOURITE THING TO DO WITH YOUR SPARE TIME?

- a. organising the next community event – I love getting everyone together
- b. I'm generally pretty busy so don't like to make too many commitments
- c. volunteering at my local community group
- d. listen to podcasts, watch tv or discover new things on the internet
- e. catch up with family or friends to see how they're doing

RESULTS

- MOSTLY A's** – The Community Weaver
- MOSTLY B's** – The Practical Tasker
- MOSTLY C's** – The Empathiser
- MOSTLY D's** – The Visionary Disrupter
- MOSTLY E's** – The Everyday Carer

Find out more about your type of neighbour at [besomeoneforsomeone.org/quiz](https://www.besomeoneforsomeone.org/quiz) then check out all you need to know about how you can help your community become more connected.

through our work or answer any questions you might have. We're always here to talk.

Another, easy way to support our caring work is to consider an In Memoriam. What finer gift to the memory of a loved one than to spare another from loneliness – in their name. You can ask for donations

instead of flowers, create a tribute page or make an annual memorial gift. Remember a loved one, or be remembered, by giving a financial blessing that brings hope and friendship.

Thank you for your support so far, and we'd always love to hear your feedback and ideas. Please stay up

to date by following us on Facebook or Instagram.

Warm regards,

Jo Winwood

Head of Be Someone For Someone



For more on Be Someone For Someone programs, to donate, or to get involved, visit [besomeoneforsomeone.org](https://www.besomeoneforsomeone.org)



MORE THAN PAYING FOR YOUR FUNERAL

BOLD CONVERSATIONS ABOUT DEATH AND AGEING.

Margo Knox designs, assists, and organises Ceremonies for families so loved ones can have a memorial, wake or vigil that is personal, heartfelt, and encourages participation where loved ones wish. Margo shares her perspective on death and ageing, and how the experience can be empowering.



Connect with Margo on Facebook –
Graceful Transitions Ceremonies

I had been a nurse. I had seen people die, touched people after death and watched the last breath leave to rise above like a white mist.

But when it is someone close to you, the professional goes out the door and the vulnerability of closeness is real and worrying especially when no one around will talk about what is happening.

It is like the bedside vigil is layered with hope as a cover for the unfamiliar.

My partner had been sick for a few years, and I knew he was going to die. But it was like a secret, one that any attempt at broaching with friends and neighbours was met with sympathy, denial and pity. A kind of shame that we would bring this into the adventure of life at such a young age. Not yet retired and not yet quite into the ageing process.

The last ten days were a waiting time bathed in a wheel that spun from bliss to despair and back. We left the

hospital and arrived at our home with a bunch of friends and the blue light that had accompanied us during the week of hospitalisation. This light had stayed in the corner of the room watching.

We were relieved to be free of the institution, the cold sterile walls and uniformity offered at a hospital.

Then finally the last laboured breath.

For me this began a journey of discovery that has taken me into



many conversations and spaces with families and people traversing this sacred time of life.

In this cycle the soul leaves from the body, the opposite of childbirth when the soul takes residence in the body. A piece of me was so generously given entry to this realm, so I could see and feel what death is. The peace, the calm, the feeling of love was beyond exquisite.

My gratitude was immense. I wanted to talk but the grief held me back. So I began reading and listening – to ordinary folk like me, as well as doctors and nurses in hospices and hospitals. I found much to learn and many similar experiences to my own that gave me food for thought.

He stayed around in a “feeling” communication, for some time. Along with a number of visitations during the night. I felt loved and cared for as well as bereft and full of loss.

My fear of death left me.

The first shock was that there were not many people who wanted to or could talk about death, dying and grief. The lead up to or how to prepare for this huge change. It seemed a taboo topic with pretty much everyone. Or was spoken of in euphemisms such as “falling off a perch” or “kicking a bucket” and other such diversionary jokey language that did not open any doors to conversation.

So, I discovered that along with me, the world had forgotten how to be comfortable with death. Such a missed opportunity for closeness and deep communication within families. I wondered why someone would want to have “the business of death” taken away and done by strangers. Why does everyone take a step back from death?

Even though we are all going there.

We are a death phobic society. We don’t usually bring our village in to gather, witness and celebrate a transition from this life to another. Is it fear that keeps us away? What is this fear? I suspect it is this question that typically does not get asked, in the wider community or in self-contemplation.

Anything that is kept secret will grow darkness around it. The way to shed light on something is to open the conversation and to investigate ideas

and emotions, that we carry with us from many generations.

Conversations around ageing, frail age and dying, can be very uplifting and affirming. Honouring where we find ourselves. We need to talk more with each other – in safe, nurturing spaces.

We need to be open and transparent about our wishes. Yes, plan your end of life. An advance care directive is a useful way to start a conversation with your loved ones.

But it’s more than paying for your funeral.

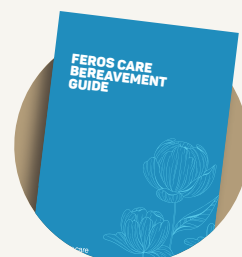
While pre-paying for your funeral is a useful idea, take care because there can be an impersonal aspect. Consider questions like, do you want your children to wash and care for your body?; do you want to have a vigil that could last for days?; do you want your funeral to be held in a place that is not a funeral parlour or a church, but a lounge room or a garden? There are options for us to pursue but like any path that is nontraditional, we must seek out the possibilities. All these options help a great deal with the grieving process, and the more family is involved the better.

The process has infinite rewards, and includes family being part of the process and learning about their own ageing and end of life. A process all of us will come to. The engagement with family, helps the process of grief, immensely.

Sometimes we need help with talking to our families who don’t want to admit to being part of the cycles of life that will happen, with or without our acknowledgement.

The passing of a loved one is never easy, and dealing with grief is even more challenging. We’ve created a Bereavement Guide with helpful resources to help you with both the personal and practical elements of someone passing away.

Download your free guide at
feroscare.com.au/BereavementGuide



IN GREAT COMPANY

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

As I write this, we are preparing for Volunteers Week. Volunteers are the lifeblood of what we do here at In Great Company and we want to celebrate and thank you for the vital role you play in lives of seniors we support.

We are delighted to celebrate our volunteers by holding a Virtual Volunteer Week event as part of National Volunteer Week 2021.

During this event we will be showcasing our latest video that celebrates the kind of heart-warming

friendships that can be made In Great Company, followed by a practical presentation on dementia awareness by Dementia Inclusive Ballina.

This dementia awareness presentation will give our volunteers the tools to interact with anyone living with dementia, whether through their role as a volunteer or in their personal lives.

The theme for National Volunteer Week 2021 is: Recognise. Reconnect. Reimagine.

RECOGNISE, celebrate and thank volunteers for the vital role they play in our lives.

After a year where Australia has dealt with drought, devastating bushfires, floods and then a global pandemic, volunteers continued to dedicate their time and services to make our communities stronger, especially during times of need, crisis or isolation.

RECONNECT to what is important by giving our time to help others and ourselves.

Volunteering has been proven to connect us to others in our local communities and better our mental well-being. When we help others in our community or give our time to a cause we value, we also give back to ourselves.

REIMAGINE how we better support volunteers and communities they help.

In the current changing environment, where Australians are time-poor and experiencing higher degrees of uncertainty and stress, we need



to reimagine how we do things. By adapting our volunteering practices and programs we can better support and engage volunteers to continue the necessary work that they do.

We're always looking for ways to make things easier for our volunteers. Recently we've been able to bring additional Volunteer Coordinators onto the team to help make things smoother, and we've also created a new online orientation module to make becoming a volunteer easier. That's a good thing, because after the team appeared on Channel 7 Sunrise, we've had lots of people wanting to be matched with a volunteer. So if you're keen to come aboard, we're ready and able to make it happen!

Our focus remains to continue growing our army of volunteers to help support vulnerable seniors in our community. If you see the value of connecting with us, please get in touch. To stay up to date with all our volunteer happenings, jump onto our blog too.

Best regards,

Graeme Williams

**Program Manager,
In Great Company**

**INGREATCOMPANY.COM.AU
OR CALL 1300 736 930.**





AGE NO BARRIER FOR VOLUNTEER'S UNIQUE FRIENDSHIP

MORGAN MILES VOLUNTEERED FOR IN GREAT COMPANY BECAUSE HE WANTED TO MAKE A POSITIVE IMPACT ON A SENIOR'S LIFE.

Little did the 28-year-old know it was his life that was about to receive an enormous boost.

"I can assure you it's not just me helping him," Morgan said of the bond he has formed with Alan Hill, the 89-year-old he met through Feros Care's volunteer program, In Great Company, that connects people in need of support and social connection with caring, friendly and enthusiastic volunteers.

"Getting to know Alan has added so much to my life. I've faced a few challenges in recent times and his positivity continually reminds me that everyone faces hurdles and you can be bitter or just roll with it. Alan's had a lot of trauma over the years but he just keeps on trying to be a great guy.

"There may be an age difference of 60 years between us but I don't see him as anything other than a friend. When we're together, it's just two mates cruising around and keeping each other busy."

Having served in the defence force for seven years, Morgan's world was shattered three years ago when he was forced to medically retire.

Living in Northern New South Wales and unable to participate in full-time work, his fiancée pointed him in the direction of In Great Company and its wide-ranging volunteer opportunities from helping with small tasks around

a senior's home to visiting Feros Care residential villages.

Morgan liked the sound of being paired with a senior yearning for social company – and that's when Alan entered his life.

"They were initially going to match me with someone from a military background but it ended up being Alan and I couldn't be happier," he said.

"My first visit was at his place at Banora Point Retirement Village but we ended up going for a coffee and chewing the fat for two and a half hours. I remember going home and telling my partner 'He's a great bloke and I can't wait to get to know him more'.

"We've been mates for almost six months now. I'll phone him a couple of times a week and pick him up every Thursday for an outing. Alan gave up his licence because his eyesight isn't the best but he loves his drives so I'll take him up the ranges and into the country.

"One day I picked him up at 8am to visit one of his mates down south and we didn't get back until 4.30pm. He ended up having a little kip on the way home because I had tired him out.

"We talk about everything and anything – previous loves, his old jobs, where he grew up. He's definitely been around the traps."

Along with getting to know Alan, one of the joys of In Great Company for Morgan has been the flexibility it affords him.

"As a volunteer, it's simply a matter of how much time and energy I'm able to throw at it," he said.

"I would like to get back to full-time work but volunteering allows me to step back if my health deteriorates and I need to check myself. It's great to be involved with something as important as In Great Company but Alan understands if I can't make it one week."

Not that he plans on missing many of their catch-ups.

"I care for Alan greatly and meeting him is definitely something that has benefited me and given me a purpose," Morgan said.

"I think he worries about me dropping off (our visits) but I've told him I'm always going to be there. Life will get busy and I'm planning to start a family one day but I've assured him he'll always be part of my life."



FIND OR BECOME A VOLUNTEER AND BE MATCHED WITH A REAL FRIEND AT INGREATCOMPANY.COM.AU



DISABILITY AND DATING

DOS AND DON'TS

RELATIONSHIPS, SEX, SEXUALITY, AND LIVING WITH A DISABILITY: MEDIA PROFESSIONAL AND AMPUTEE LISA COX, DISABILITY AWARENESS CONSULTANT ANDREW GURZA, AND NATIONAL ADAPTIVE SURFING CHAMPION BARNEY MILLER TACKLE A RANGE OF TRADITIONALLY TABOO TOPICS, WHILE ALSO DIVULGING THEIR TOP TIPS FOR DATING AND GETTING INTIMATE.

While she spends much of her time slaying myths about life with a disability, public speaker, stroke survivor and amputee Lisa Cox is also passionate about relationships and navigating the dating maze from the vantage point of a wheelchair.

Although she's been married for 11 years, Lisa says that prior to meeting her husband she had to relearn how to date as someone with a disability

— and there were distinct 'dos' and 'do not's'.

"I wasn't much of a bar person because I had been run in to too many times by drunk guys who didn't know there was someone in a wheelchair behind them.

"A disabled friend gave me the heads up. She said, 'Be careful of the ambulance chasers.' They are the guys who want to swoop in and rescue you. Because poor you

with the disability — life must be so miserable and will be much better with them.

"I also found guys who were wishing to go on a date with me and ... how do I say this diplomatically?

"You got the impression they had tried dating all the women in the non-disabled world and that didn't work."

"I couldn't get out of those dates fast enough."

FULFILLING RELATIONSHIPS WITHOUT THE 'WOW' FACTOR



In 2005, aged 24, Lisa caught the Streptococcus-A virus and suffered a severe stroke, and in the following year of complications and surgeries she lost her left leg, right toes and had nine fingers amputated. She also lost some eyesight.

She said people can struggle to compute that a relationship involving a person with a disability can be satisfying.

Once, while wearing her wedding ring, Lisa was in a supermarket and the woman at the counter said, 'Oh, you are married. That's so good to see.'

"It was almost 'shock' that a woman with disabilities could possibly be in a fulfilling relationship. Even when I told people, there was that same surprise and 'really?', 'wow', and 'good for you'."

"My husband, unfortunately, is congratulated and praised just for choosing to be with me... to marry a woman with disabilities."

Despite the misunderstood reactions at times, Lisa says now she is happily married to a man with the same outlook as herself, and she is able to share her experiences to help others avoid negative stereotyping.

DISABILITY, SEXUALITY, DIVERSITY



Disability awareness consultant Andrew Gurza has cerebral palsy – he calls himself "a queer cripple" and has a podcast, 'Disability after

Dark' which started as a playful look at the intimate lives of people with a disability.

"It's taken on a deeper meaning as we're uncovering stories in the disability communities that we don't generally hear.

"We've talked about my first experience with sex workers, polyamorous disabled relationships, and the times I was abused by care workers."

While laws are great, Andrew says attitudes need to change as there is "so much fear", discomfort, and misinformation around sex and disability.

In his late teens, Andrew says he worried about how he would be perceived because he was disabled and gay.

Now, he says, he often feels "overlooked or not looked at at all".

" I'M IN A WHEELCHAIR BUT I CAN HAVE JUST AS MUCH SEXUALITY AS YOU CAN, AND BE FLIRTY.

"I'm in a wheelchair but I can have just as much sexuality as you can, and be flirty."

People worry, he says, about saying the wrong thing while in an intimate scenario.

"They worry they're going to hurt me, that they're not going to know what to do or how to lift me."

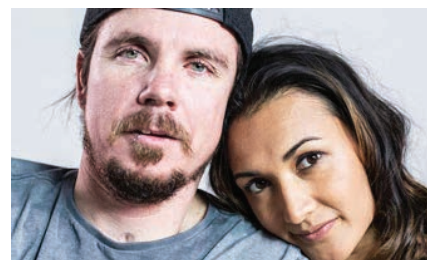
All he wants is for others to be mindful of the fact that he's a person.

"Don't infantilise the person in bed with you. People forget that there's a human here. You're not my saviour just because we're hooking up."

Andrew believes in the power of conversations to bring down barriers.

"One day, all of us are going to live with some form of disability or impairment. We need to work on teaching communities how to interact with a disabled person without hurting them. Because of ableism and the ways we've been silenced by society, we don't often say what's on our mind. So tell your disability truth, and make sure people hear you."

RIDING A WAVE OF LOVE



Barney Miller, two-time National Adaptive Surfing Champion and ISA World Adaptive Surf Champion, is a C6 quadriplegic who found true love with his now wife, Kada Miller.

Kada, a singer-songwriter from NSW, says their 13-year relationship has "had its challenges, but as long as we keep communicating, it just figures itself out".

Kada and Barney have released a book, *The Essence of You and Me*, to tell their tale of romance, overcoming obstacles, adventure, and planning a life together.

Barney was in a car crash in 1999, he broke his neck and was told he would never be able to breathe unassisted again. Years of intensive rehabilitation followed, and then he met the girl of his dreams.

"Kada has the biggest heart you could ever find in someone and she thinks about everyone else before herself."

The couple travel together, talk at schools, and continually aim to "spread more love and more hope".

"We're going to start a family and look forward to a happy future," Barney says.

Living a bold life, he says, is "living a life the way you want it to be".

"It's just pedal to the metal and going hard and enjoying yourself."



Want to hear more from Lisa, Andrew or Barney? Check out their podcasts at feroscare.com.au/podcast

WELCOME TO OUR NEW BOARD MEMBERS

ANDREW YOUNG

Andrew Young was appointed to the board in November 2019. His past experience as a board member of St Vincent's Private Hospital Lismore for over 18 years has exposed him to the aged and health sectors.

Additionally, he has experience in commercial finance, investment strategies, commercial development and the management of a business in a growth industry which complements the diverse experience offered by other board members.



LYNN WARNEKE

Lynn was appointed to the Feros Care board in November 2020. She has extensive executive experience in business, ICT and consulting roles for a diverse range of organisations, from start-up through to major commercial enterprise, across multiple sectors including: not for profit, publishing, government, tertiary education, and professional services. Throughout a 30 year career she has consistently worked at the intersection of business transformation, technology, digital innovation and people domains, to systemically improve staff, customer and citizen experiences and achieve strategic business outcomes.

In addition to strong strategy, design, program delivery and management capabilities, Lynn has extensive governance and risk management experience in both operational and advisory board capacities. She is a passionate advocate for two interconnected goals: ensuring technology is accessible and usable for all, and increasing diversity and inclusion in the tech sector and across industry.



JANET QUIGLEY

Janet Quigley was appointed to the Feros Care Board in November 2020. Janet has a diverse range of public service experience, having spent the last 15 years in senior management positions. She has wide-ranging experience in strategic policy and program delivery and spent 18 years with the Commonwealth Department of Health, designing and implementing a range of health care reforms and strategies that have linked and interfaced with aged care. Janet has also lead negotiations with state and territory governments and worked closely with a varied range of industry stakeholders.



REVIEWS

BOOK REVIEW

Fruzsina Gal – Digital Marketing Specialist

GROWING UP DISABLED IN AUSTRALIA

edited by Carly Findlay

One in five Australians have a disability. And yet, when these people are asked about their experiences growing up disabled in Australia, there are as many different, incisive, yet entirely valid answers as there are people. It is this diversity of opinions, of experiences – whether negative or positive – and of modes of expressions that lend this book its strength and importance.

Growing Up Disabled in Australia is a collection of perspectives – it features people with a wide range of disabilities addressing their upbringing and the lasting influence their disability has had on their lives. The book includes interviews with prominent Australians such as

Senator Jordon Steele-John and Paralympian Isis Holt, poetry and graphic art, as well as more than 40 original essays by writers with a disability or chronic illness.

While their differences are apparent, so are their similarities. Reflections on belonging or feeling excluded, of defining themselves as a part of or in opposition of the disabled community shine through with hope, pride, anger, and everything in-between. The pieces are moving, honest, and for those of us without a disability, incredibly eye-opening.

A core focus of this anthology is the difference between the medical and the social models of disability, with the



latter gaining increasing momentum. The social model of disability suggests that people are disabled by barriers in society, not by their impairment or difference – and that it is up to this society, with all its moving parts, to accommodate everyone, not just the abled. Reading about people with lived experiences of what it is like to grow up disabled in Australia, you can't help but nod along, feel infuriated, yet surprisingly hopeful.

This stunningly diverse and insightful anthology should be read by everyone!

TV REVIEW

Jacqi Holloway – Marketing Coordinator

SEE WHAT YOU MADE ME DO (2021, SBS)

CONTENT WARNING: *mention of domestic violence*

As I write this, only the first episode of this documentary series has aired. See what you made me do? is the work of investigative journalist, Jess Hill who published a book of the same name in 2019. Both examine the epidemic of domestic violence in Australia (and the world), and speak to survivors, families of the women who didn't survive, as well as Police, domestic violence specialists and perpetrators.

For those considering watching the series, I recommend preparing yourself. It's not a comfortable or entertaining watch. However, it's an important watch. Statistics indicate that well over three million adults and children in Australia experience domestic violence. As it's often

hidden, it's very likely that you know someone who is experiencing this, right now. This series serves to educate the general population around domestic violence.

Importantly, it helps break down the stigma that women who experience domestic violence are subject to. I'm sure you've heard people say 'why didn't she just leave?' This series demonstrates why it's not nearly that simple.

While the series is impactful in that it puts faces and voices to the problem, I recommend the book for those looking to understand more, as it delves deeply into the issues, explaining tactics that perpetrators use such as coercive control and



financial abuse. Just as importantly it gives some hope, with studies where a whole community approach has been able to seriously stem the problem.

Support for people experiencing domestic abuse.

- If you are in immediate danger call **000**
- 1800 Respect. Call **1800 737 732** or visit 1800respect.org.au

YOUNG AT HEART **FILM FESTIVAL**



Feros Care is a proud sponsor of the **Feros Care Young at Heart Film Sessions**, as a part of the International Film Festival series. In 2021 the Feros Care Young at Heart Sessions will run across five film festivals from the 2nd of May until the end of

June 2021 at Palace Cinemas in Melbourne, Sydney, Canberra, Byron Bay, Brisbane and Adelaide. Each of the Spanish, German, Scandinavian and Italian film festivals promise to be full of unmissable cinematic experiences!

INTERNATIONAL **WOMEN'S DAY**

In March we celebrated International Women's Day, and at Feros Care we 'choose to challenge' gender bias! We love to celebrate achievements regardless of gender, background, age or ability, and are very proud of a board, senior leadership team and organisation that has great female representation.



MEME **CORNER**



UPDATED **DICTIONARY**

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

SILVER-FOX – an attractive older man having mostly gray or white hair.

DEEPPFAKE – a fake, digitally manipulated video or audio file produced by using deep learning, an advanced type of machine learning, and typically featuring a person's likeness and voice in a situation that did not actually occur.

DOOMSCROLLING – is the act of spending an excessive amount of screen time devoted to the absorption of dystopian news.

DOXING – search for and publish private or identifying information about a particular individual on the internet, typically with malicious intent.

WE ARE CHILD SAFE

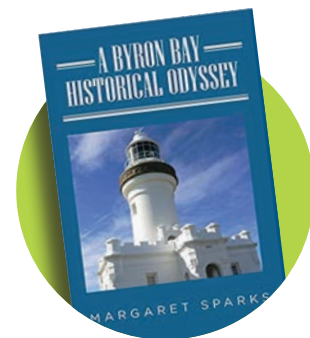


At Feros Care, we care about children – those who are our clients and children in the community we come into contact with as we carry out our work of caring for people. We're proud to be a child safe organisation, with all our teams aware of what they must do to protect children in our communities.

Feros Care has a firm commitment to child safety and well-being. We are dedicated to meeting our moral, ethical, professional, and legal duty to protect children and young people from the risk of abuse and to promote child safety and wellbeing. This includes all children and young people who are currently receiving services and those who will receive services into the future. Feros Care supports the rights of the child and will act uncompromisingly to ensure that a child-safe environment is always maintained. Feros Care is also committed to the rights and well-being of employees and volunteers and encourages their active participation in the development and maintenance of a child-safe organisation.

For more information visit feroscare.com.au/about/our-organisation/child-safe-organisation

A BYRON BAY HISTORICAL ODEYSSEY



Margaret Sparks grew up in the beautiful Byron Bay area and has written a memoir remembering the people and places from her childhood and as she grew up. Margaret is passionate about the area and is doing her best to make sure the history is remembered and passed down. She's calling for anyone who has memories and stories to contribute to get in touch with her via the Feros Care marketing team – marketing@feroscare.com.au.

We've also got one copy of Margaret's memoir to give away. Please email marketing@feroscare.com.au with your fondest memory of Byron Bay, and we'll randomly draw one winner at the end of July!

POPULAR CULTURE WE LOVE

THE SET (ABC IVIEW) 5/5

Hosted by Linda Marigliano (Triple J) and Dylan Alcott, The Set showcases hot and up and coming musicians with live music sets. Previous acts include Angus & Julia Stone, Mallrat and Hiatus Koyote and many more. In addition to the sizzling music line-up, Linda and Dylan welcome guests and discuss a broad range of current social topics.

Something we particularly love about The Set is that Dylan isn't treated differently because he is a wheelchair user. His hosting gig is another step toward normalising disability. (On a

side note, Dylan also hosts a podcast about disability, ListenABLE. You might want to add it to your podcast rotation – along with our Grow Bold with Disability podcast, of course!)

WHO SHOULD WATCH: Everyone! For people 60+. it's an easy way to stay in touch with what your kids or grandkids are interested in. The same applies for the middle aged among us (for whom it will be like they've gone back to a Saturday morning in the 1990's watching Recovery). As for anyone under 40, you're probably already watching it!



BRAIN GAMES



WINTER WARMING WORD SEARCH

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

FLANNELETTE
 SLIPPERS
 HEATER
 BEANIE
 FIREPLACE
 WOOLIES
 GLOVES
 WARMTH

CHOCOLATE
 FLAMES
 SOUPS
 BATH
 HIBERNATE
 JACKETS
 SNUGGLE
 COSY

SUDOKU CHALLENGE

BEGINNER

3		2	1
	2	4	3
2	3		
4	1		2

INTERMEDIATE

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

ADVANCED

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

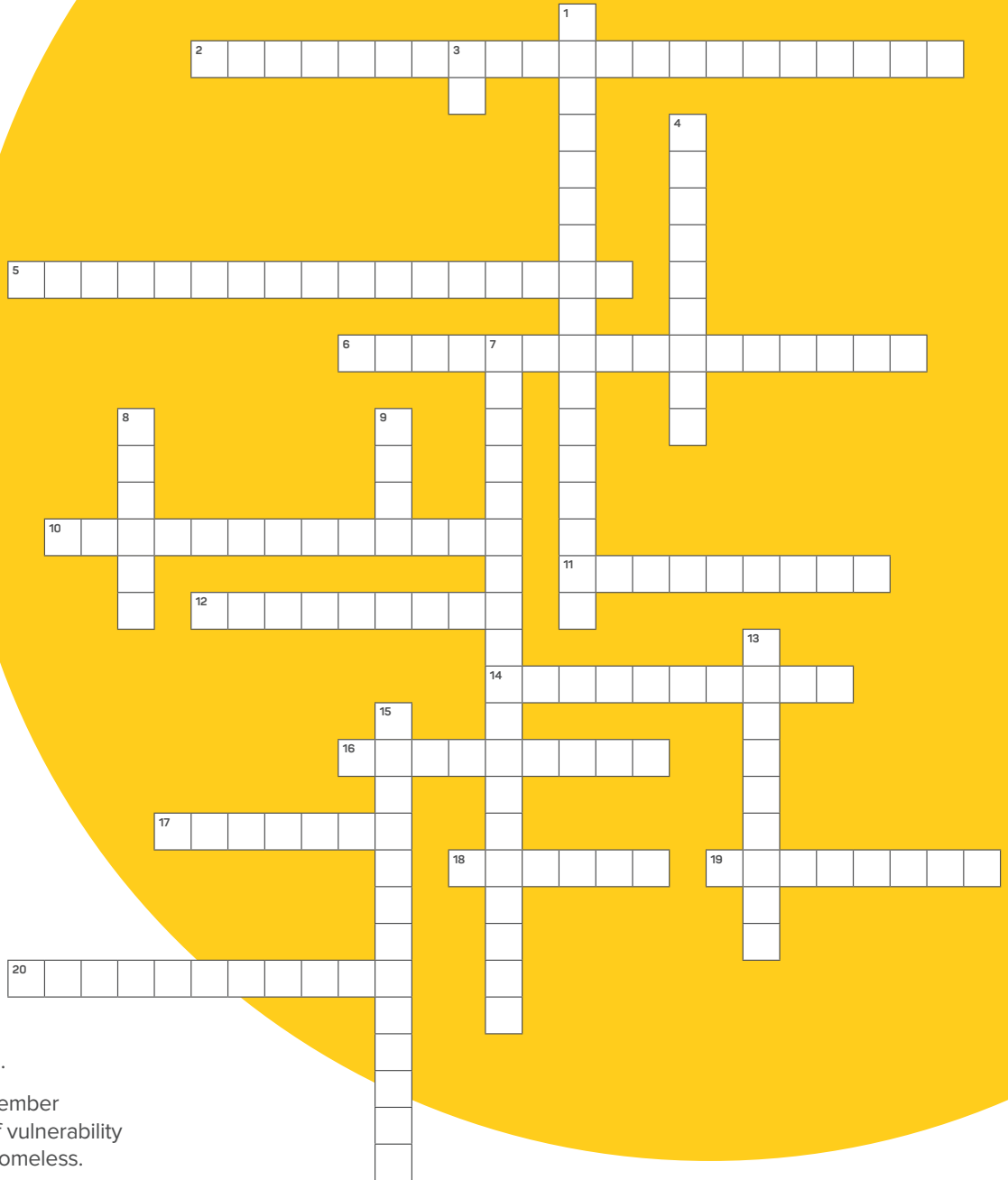
6	5	4	7	1	8	3	9	2
8	2	7	5	3	9	6	4	1
3	1	9	6	2	4	7	5	8
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5	7	6	1	8	2	9	3	4
2	3	1	9	4	7	5	8	6
7	4	3	8	9	1	2	6	5
1	8	5	2	6	3	4	7	9
9	6	2	4	7	5	8	1	3

SOLUTIONS:

CROSS WORD

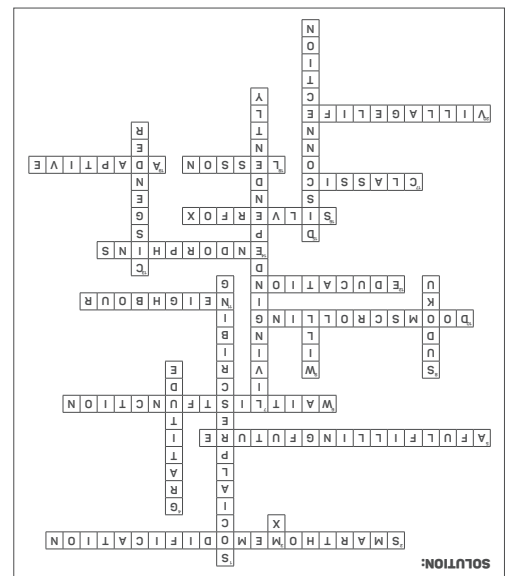
DOWN

1. A new health movement where professionals work with patients to access community activities and supports instead of, or as well as medication (6,11).
3. A non-gender specific honorific.
4. Something you should show every day according to Feros Care client Betty
7. Something Alan Hill is on a mission to keep doing. (6, 13)
8. A challenging puzzle with numbers.
9. A gift in a _____ is something that can have a lasting impact
13. A person who identifies as the gender they were assigned at birth.
15. What a Feros Care team member considers the root cause of vulnerability amongst people who are homeless.



ACROSS

2. A program designed to support clients with new and emerging technologies within their homes (5,4,12).
5. Something that Mark De Waard is forging for himself (1,10,6).
6. A new feature of the Virtual Social Centre (8,8)
10. The act of spending an excessive amount of screen time devoted to the absorption of dystopian news.
11. Someone who lives near you in your community.
12. Step 2 _____ & Employment is a guide helping prepare school leavers with disability.
14. Something that laughter stimulates in our brain.
16. An attractive older man having mostly gray or white hair (6,3).
17. Surf competition the Barney Miller _____.
18. Gran Slam mentor Luka _____.
19. Barney Miller is an _____ surfer.
20. The name of the latest film by Alan Harkness (7,4)





LET'S STAY IN TOUCH

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