

# feros

 feros care  
celebrating ageing

spring 2016

FEROS HERO  
**Shirley  
Nelson**

MINISTER *agrees*  
**age is but  
a number**

**STICK IT!**  
*Fight Ageism*

CREATE AN  
*appetite*  
for life

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## CEO's WORD



**W**elcome to our spring edition of the Feros Magazine! It is an honour in this issue to present Shirley Nelson as our Feros Hero. As Feros Care's founding chairperson, Shirley has been instrumental in the creation and evolution of our organisation for almost 4 decades. An active and inspirational woman and leader in the community, her vision and tireless dedication filters through the DNA of Feros as she continues to inspire us with her healthy vibrant, connected life at 80.

March 2016 marked the end of an era and we certainly finished strongly with Feros winning the largest national allocation in the final Aged Care Approvals Round for Home Care Packages. This result included 435 home care packages in 22 regions, with 8 of these being new regions; Hunter, Central Coast, Illawarra, Inner West (Sydney), South West Sydney, South East Sydney, West Moreton, and the ACT. The reform changes in February 2017 will see a remodelling of the current system where seniors must go to a provider who holds the funding, to a new system where older people are able to choose any approved provider for their funded home care packages. This will support seniors to have a larger choice of aged care providers and give them the flexibility to easily transfer between providers, if they choose.

Feros welcomes the change towards a much more market driven industry where choice and decision making rests fully with the senior. The reform will mean that as an organisation we need to really understand what it is like to access services with Feros and the experience that clients, families and their carers have with us in every interaction. We have embarked on a range of exciting transformational projects with our clients, better understanding their customer journey and their desires, with the view of making the experience with Feros something to talk about. We know we have a big head start with our wonderful team of staff and volunteers, our next step is making sure every experience with Feros is simple, positive, energising, empathic and motivating.

Two exciting new ventures that have also kept the team very busy are the official launch of our New Zealand joint venture "Inviga" and our Virtual Senior Centre pilot.

Inviga was established as a joint venture with the Selwyn Foundation in July 2016 originating as a vision to build a community care business in New Zealand, introducing Feros' digital platforms and models of care. Our Virtual Senior Centre pilot that launched in August 2016, has the significant potential to keep people socially connected. Our centre provides a range of interactive programs that seniors can connect to from their homes each day, including tai chi, strength classes, bingo, singing, horticulture lessons and chat clubs. The dream is for Feros to officially launch this service more broadly in 2017.

And finally last month we launched the Feros 2020 strategic plan at our Company members meeting, this is by far the boldest and edgiest plan we have created in my 15 years at Feros Care. The plan looks at diversification as a major strategy, with Feros playing a more significant role in supporting hospitals to keep people at home, through hospital avoidance and chronic disease management programs. Feros would also like to play a much larger role in the community, supporting people to live well, regardless of their age or disability, with plans already underway to launch the Feros Foundation in 2017.

I hope you enjoy our magazine.

**Jennene Buckley**  
CEO





# Shirley Nelson Feros Hero

*By Mick O'Regan*

**P**runing shears in hand, Shirley Nelson steps back from the garden bed and surveys her work. She considers the shape of the newly pruned plant and smiles. Everything in order, just the way she likes it.

"I'm a big picture person", she laughs, and "all the details have to contribute to the overall effect, you have to bring the different elements together as harmoniously as you can."

Shirley's referring to her beautiful two acres of garden, but just as easily she could be summing up one of the key facets of her own life: the ability to bring people together to get things done.

"Now that I'm eighty – despite not feeling it! – I need to prioritise a bit more. I like to think through what I really want to achieve and then set about getting it done. I've always had a good work ethic and I've never been shy about asking people to help.

"I'm also more and more aware of the way people have helped me in my life. First and foremost there is my friend and companion of fifty years, Nan Pulsford. I met Nan when I arrived in Australia to teach midwifery at Hobart Hospital. We just clicked and we've been best friends ever since."

Shirley Nelson is a formidable figure in her home community of Byron Bay on the NSW far north coast. Arriving in 1970, the English-trained nursing Sister was appointed as Matron of Byron Hospital and immediately began transforming the hospital and health care across the region.

"I have always loved a challenge. In fact, I think I thrive in those situations where we really have to solve a problem and we need a team to do it. I'm a people person, I know that, and I love tackling those jobs that others have said are not possible.

"I suppose I'm tenacious in that way. When I became Matron I wanted to upgrade not only the look of Byron Hospital but



*In 2012, Shirley won both the NSW/ACT and the National Aged and Community Services Australia (ACSA) Volunteer of the Year for services to Feros Care and the community.*



*In 1964 Matron Shirley aged 25 (r) and nurse Nan 21 (l) spent a year working around Australia as nurses. This photo was taken in the wheat belt of WA outside Kellerberrin Hospital.*

also the way the staff were trained, and the way the hospital linked in with the wider community. We engaged so many people to help raise funds and generally improve the hospital precinct. From the Pink Ladies Auxiliary to the bucket and spade brigade who volunteered when physical work was required.”

Shirley’s impact was felt way beyond Byron Hospital. “Matron Shirley” became a prominent and recognisable member of the community.

“It’s a wonderful feeling to be walking around the streets of Byron Bay, which, of course, has changed immensely since we first arrived – and to still be greeted everywhere as “Matron”.

These changes haven’t dented Shirley’s commitment to the recently opened new Byron Central Hospital, for which she has worked for over a quarter of century. “I’m just part of a concerted community effort, and many people have contributed, so it’s wonderful to see the work become a reality.”

On a visit to the new hospital as part of a community open day, the current Director of Nursing, Kerryn York, embraced Shirley. Shirley had appointed Kerryn to her first nursing job a generation earlier and both now hugged and shared a laugh over a dream realised.

But, perhaps surprisingly, Shirley doesn’t put her stellar career in nursing as her greatest achievement.

“No, despite what many people would think, there’s something more significant than nursing, and that’s Feros Care. It really is. The fact is, I was tenacious enough to see that project through from beginning to end, where many fell by the wayside.”

“Back when George Feros started to push the idea for

a high quality residential aged care facility here in the Bay, I don’t think many people took him seriously. But I could see there was a real need for a first-class aged care facility and I set about making it happen. I started in August 1979 and I was there when we opened Feros Village in 1990.”


Now that’s she reached her ninth decade, Shirley Nelson grudgingly admits to slowing down a little, at least in the garden. A wry smile spreads across her face as the admission is squeezed out, “Yes, yes, sometimes I concede that I can’t do nine hours in the garden, so I come in and read or listen to music. Possibly my favourite activities!”

We turn to the topic of wisdom. What is it, and how do you get it? Shirley’s brow furrows momentarily, as she ponders the question.

“Well, I certainly think good friends are fundamental. However, I’ve always felt that friendship has to be earned. It’s not a given. You have to work at friendship, you have to give something back, and I’ve always tried to be mindful of that.”

“And that’s something that I love about my life now. I have always had the capacity to engage people. I really am happy to be around people, to share ideas and activities. I think I’m a leader, and to me one of the most important aspects of leadership is to inspire and enthuse the people whose help you need.”

Naturally, there’s that big picture again. Just as in her magnificent sub-tropical garden, Shirley Nelson still ensures that every element is in the right place to make a contribution. That’s how things get done.

 **Feros Heroes** Our latest Feros Hero, Shirley, joins a list of outstanding seniors who epitomise Get Bold Not Old change agents. If you know an outstanding senior who is breaking down stereotypes of ageing, nominate them to be a Feros Hero [www.feroscare.com.au](http://www.feroscare.com.au)

# STICK IT! FIGHT AGEISM

## THE SORT OF OLD I WANT TO BE IS...

Thousands of people braved a blustery and rainy weekend in Byron Bay to share stories and listen to over 150 celebrated international and Australian writers and thinkers at the annual Byron Writers Festival. And once again Feros Care was also there proudly challenging stereotypes of ageing.

In our fourth year as a major sponsor of the Festival we were asking the provocative question, "What Sort of Old Do You Want to Be?" and responses were posted on our 'Stick it to Ageism' art installation wall.

Of the 590 plus comments, many were around themes of loving and living life to its maximum, some were humorous, some serious and some down-right irreverent, and a few reminded us that age shouldn't render one invisible!

Feros Care CEO, Jennene Buckley said "Sticking it to Ageism demonstrates older people want the same choices and opportunities as younger people. Age should not change quality of life."

These were themes also heard loud in the Festival's Feros marquee where speakers covered topics like 'Ageing in a Youth Obsessed World', 'Family Memoir' and 'The Lure of Elsewhere'.

It seemed like every Festival attendee wanted to be in the Feros marquee on Saturday morning to hear Stan Grant's poetic and passionate words about the challenges of 'the white gaze', and feeling the burden of becoming a spokesperson for his people. Many audience members were in tears and at the conclusion there was an immediate standing ovation.

"It is moments like these that we are reminded how valuable it is to be within the wider community," said Jennene.

And our residents love it too. This year three residents from Byron Village attended the Festival. One resident Hugh Webster has attended for three consecutive years and "I just love it – it keeps my brain cells working!".

Sticking it to Ageism – yet another example of Feros Care challenging ageing stereotypes.

*"Fabulous, fantastic, fun and learning"*

*"Flexible in both mind and body"*

*"Groovy"*

*"Crazy creative with uncoordinated clothing. Loving every day!"*

*"A pain in the butt to all my family"*

*"Sexy, passionate and desired"*



Feros' Anders Bjorkman with Magda Szubanski. Magda was a headline act in our Feros marquee - which she filled to overflowing!



Kerry O'Brien was the stand out for Byron Village residents Hugh and Nina.



Author Jeffery Renard Allen, joined Feros' Jo Cooke at the Stick it to Ageism installation

### THERESE'S RESPONSE

One attendee at the festival was particularly excited. **Therese Whiteford-Simpson** won a double pass to the Festival plus two Feros Care T-shirts when she entered our **What Sort of Old Do I Want to Be** competition.

*"... the woman who laughs loudly, loves passionately and lives like she believes the world is a good place. I want to embrace ageing as a gift."*

Thank you to all our entrants. They were all such inspiring awesome entries!

# Minister agrees: Age is but *a number*

**Federal Assistant Minister for Health and Aged Care, Ken Wyatt applauded Feros Care on rejecting the general notion that ageing kicks in on a milestone birthday.**

Visiting Feros Care's headquarters in Coolangatta, the Minister learnt about Feros's approach of not pigeon-holing seniors into 'old age', and finding fun and innovative ways to encourage people to stay healthy, active and engaged, irrespective of age.

The Minister said "I have visited many countries where people in their 90s are still tending the farm, and they live busy purposeful lives. You don't suddenly hit 'old age' when you reach 65 or 70, and we need to change community attitudes around this. Ageing is part of living, from 0 to 105."

Feros Care's CEO Jennene Buckley briefed the Minister on a variety of the organisation's projects that are currently underway that connect seniors to doctors and social activities, without them having to leave their own home.

"These technologies have a wide range of benefits including people better understanding their own health and being able to manage their chronic conditions, meaning fewer hospital visits, then translate into significant savings to the tax payer, and reduced pressure on the health system."

Feros has made a name for itself by being quirky and taking an unconventional approach to ageing and aged care services. To that point, the Minister was invited to guest host Feros' first Q and A session in its Virtual Senior Centre pilot.

Minister Wyatt video-conferenced five seniors who were in their own homes, to discuss a range of issues and topics.



*Jennene Buckley & Assistant Minister for Health and Aged Care, Ken Wyatt.*



*The Hon. Ken Wyatt in a virtual chat session with seniors.*



# #GetBoldNotOld selfie this BOLDtober

**BOLD**  
tober  
2016

GET BOLD,  
NOT OLD

Snap a selfie or post a pic of someone over 70 being Bold Not Old in our #GetBoldNotOld photographic competition this October and you could win a \$2000 cash prize.

That's right, Feros Care's photo campaign, #GetBoldNotOld, is back by popular demand, in a month we've themed BOLDtober!

People over 70 are encouraged to enter the competition simply by taking a photo of themselves acting Bold Not Old and posting the picture on social media with the hashtag #GetBoldNotOld.

Last year's competition attracted hundreds of entries. The winning pic was taken during a 60 second free fall when 80-year-old Pat Tate, snapped a selfie during her first skydive. Pat reckons everyone over 70 should just jump in and enjoy life's adventures as no one knows how much time they have left. We can't help but agree.

Feros Care's #GetBoldNotOld selfie competition runs from October to December.



**SO BE BOLD, BE INSPIRED  
& START SNAPPING**



[boldtober.feroscare.com.au](http://boldtober.feroscare.com.au)

OUR WINNER WILL BE ANNOUNCED 8 DECEMBER 2016

## InTouch Tab

The LifeLink InTouch Tab allows you to stay connected with your family and friends, pay bills, access banking and shopping from the comfort of your own home.

### InTouch Tab Includes

- Samsung tablet (9.7 inch screen) internet ready, with stand.
- Large icon interface.
- Pre-installed and configured personalised apps.
- Training and ongoing support – including initial face-to-face training, and remote access and telephone support when you need it.

Add InTouch Tab into your Home Care Package



Talk to your Wellbeing Manager today to find out how to add InTouch Tab into your Home Care Package



Talk to your Wellbeing Manager or call 1300 851 771 or order online [www.lifelinkresponse.com.au](http://www.lifelinkresponse.com.au)



# Innovative tech-based partnership to revolutionise healthcare in NZ

**Feros Care has entered into an innovative joint venture with Selwyn Foundation to provide community-based health care in New Zealand.**

The new company, 'Inviga' (from 'Invigorate'), is a 50/50 joint venture and was established following a successful six-month Telehealthcare pilot\* undertaken last year.

Feros Care and Selwyn share a vision to provide holistic health care to people living in their home by utilising innovative technology. We also both prioritise assisting people to remain independent, socially connected and healthy in their own homes to prevent or minimise their admission to hospital or residential aged care.

"In a market increasingly seeking innovation and cost effective approaches to service delivery, Inviga will provide technology-enhanced care in communities around New Zealand," said Feros Care's CEO and Inviga Chair Jennene Buckley.

"Community-based care is predicted to grow significantly over the next 10–15 years. By learning from Feros' expertise in smart technologies, and utilising Selwyn's experience in the provision of care in New Zealand, Inviga is well placed to meet this need," said Jennene.



Inviga will provide coordinated, home-based restorative and reablement services, as well as care and support, always with health monitoring for patients diagnosed with complex care needs and chronic conditions.



## 2015 Telehealthcare pilot

Last year Feros Care and Selwyn Foundation piloted technology to support people with chronic health conditions. Twenty clients were set up with the My Health Clinic At Home technology, comprising a touch-screen computer and diagnosis-specific monitoring equipment.

Clients completed a personalised daily health interview and measured their vital signs. The results were automatically sent to triage software and reviewed by a Selwyn telehealth nurse. Client and nurse would then discuss the results and the action

required, to manage care by videoconference daily. This helped keep clients well and out of hospital during the winter season, assisting them to develop a better understanding of their condition, how to manage it and to recognise when an intervention was required.

Excellent results were achieved. Hospital admissions were reduced by over 60%, and 75% of clients reported that they felt their health had improved and that they better understood their condition.

# How to stay connected & have fun

*"Friendship is a horizon which expands whenever we approach it."* ER Hazlip

**W**hether you have a large network of family and friends from decades ago or the chance to meet people through new social activities, it's important to make the most of social connections.

Over the years, scientific research has linked an active social life with everything from increased happiness to improved life expectancy and greater confidence. But being socially active is not just good for your health, it's a whole lot of fun!

Here are some ways you might choose to enjoy your social connections.

## Connect through technology

In the 21st century, we can connect with others in ways that previous generations could only read about in science fiction novels. You only need basic technology skills to stay in touch with friends and family through email, text, video calls and social media sites such as Facebook. If you're completely new to computers, ask your local council about locally-run computer courses or maybe one of your family members or friends can help you master the skills you need.

If you live alone, you can even stay connected with others and still enjoy your independence through a range of technologies such as the wearable technology we provide through LifeLink.

**Want to know more?  
Call our Lifelink team on 1300 851 771.**

Also check out Feros Care's InTouch Tab on page 6.

## Connect through an active life

Sport and active social groups are a great way to meet new friends or catch up regularly with some of your connections. In an inspiring letter to our Feros Care team, senior Dave Salter wrote about how kayaking with friends has changed his life in unexpected ways.



"A group of us geriatrics turning 80 years old this year are extremely privileged to have reached this milestone still in relatively good health, helped no doubt by our love of kayaking, a sport that continually throws up challenging situations," he wrote.

"Nine years ago my wife Ann was struck down by breast cancer, but continued paddling until the final month of her life. I have found the social contact and active lifestyle... contribute enormously to making the very best of life and I still love competing regularly."

## Connect through time

Nearly 50 years ago, six mothers banded together to raise money for their children's school. Soon after, these women laughingly called themselves 'Thursday Ladies' and committed to 'doing lunch' every month.



Fifty years on, this sassy bunch of ladies are proof of the power of friendship.

One of the Thursday Ladies, Joan Murray, said there's nothing quite like the comfort of having great friends that you can laugh with, confide in, and share your ups and downs with.

"We don't see each other all the time but time is irrelevant. It's like a never ending conversation – and we just pick up where we left off when we last saw each other.

"The conversations have changed over the years. Forty years ago we'd sit around talking about sex. These days we talk about hip and knee replacements and other ailments. That said, we still laugh and share stories just as much as we ever have!

"I feel very blessed to share a special friendship with such amazing women, that's endured nearly 50 years," Joan said.

The ladies recently went on a cruise to celebrate one of them turning 80 and decided to show their BOLD side.

People were queuing up to take photos of these 'Get Bold' women, and some even thought they were part of the entertainment!

## Share your socialising story

If you are more than 75 years old and planning some exciting activities with your friends, we'd love to hear about it. Please email us at [marketing@feroscare.com.au](mailto:marketing@feroscare.com.au) and your group might be eligible to receive a set of our Get Bold Not Old t-shirts.





# As I Age...

Our 'As I Age...' interactive wall is a community engagement project - designed to ignite discussion and ideas in communities across Australia about growing older – allowing people of all ages to express how they hope their lives will evolve as they age.

'As I Age ...' highlights our commitment to celebrate ageing – to set new life goals, continue to learn, love, enjoy and live life to the fullest.

## As I Age art installation expands across NSW

It all started in 2015, with the giant 'As I Age...' installation at Cooly Rocks On, and the Melbourne, Brisbane and Byron Writers Festivals.

This year the installation extended to a series of smaller modular walls, when Feros Care forces with NSW, Qld, Tas and Vic councils during Seniors Week.

These wonderful community alliances are helping Feros Care to promote its celebrating ageing message. Thousands of people have had their say about 'As I Age...', from writing their comments on the Wall, and taking selfies and sharing them on social media.



**Comments like these highlight the value of the 'As I Age...' walls:**

*"The community really enjoyed chalking their thoughts, which was a great conversation starter for ageing and the opportunities it brings."*

Sarah Wilkinson, Greater Taree City Council

*"The response to the boards was fantastic with many amusing and poignant comments being posted..."*

Carol Hutchinson, Nambucca Shire Council



# Creating an Appetite for *life*

**The vision for the Maggie Beer Foundation is to ensure that all residents in aged care are provided with fresh food with flavour. Maggie believes that to achieve this we need to engage and educate catering staff in the aged care sector and she runs workshops for cooks who are committed to making a difference.**

**T**ania Taylor, our passionate cook at Wommin Bay, was one of 30 people selected from hundreds of applicants to participate in a recent three day workshop.

Feros Care's Hospitality Manager (Rick Stewart) said that before Tania participated she was already a positive energy in the kitchen and was happy to give new things a go. But now she is also inspiring and mentoring others to do the same.

"The Wommin Bay kitchen is 100% resident focused, it is just fantastic," said Rick. "We trial new recipes utilising Tania's enthusiasm and experience, and then use the Wommin Bay residents' feedback to adapt and modify recipes before we roll them out in our other Villages."

The three day workshop featured cooking demonstrations with celebrity guest chefs and lively conversations with aged care dietitians and food safety experts.

One of the highlights for Tania was the cook-off. A mystery box of raw ingredients was given to each participant to create a three course meal – much like a MasterChef challenge - and the winner was our very own Tania Taylor!

Tania said "it has given me greater confidence, I can develop even more creative meals and I better understand how to make them more nutritious – sometimes by adding secret ingredients like chia seeds to porridge or beetroot to cake!

"I am still buzzing, and now I have a great network of aged care cooks to bounce ideas and challenges off."



*Some of the delectable food created by Tania for a recent Hawaiian themed afternoon tea at Wommin Bay.*

## Aged and Community Services Awards for Excellence

Food is a daily highlight for our residents, therefore we only employ catering staff who are passionate about creating delicious and nutritious meals.

"At Feros we know the technical skills can be learnt, but passion is a part of who you are!" Feros Care CEO Jennene Buckley said.

Tracy Bannerman is an example of this. She began work at Feros Care Village Byron Bay as a domestic catering assistant, but her passion for cooking and commitment to creating quality food quickly brought her to the attention of our Hospitality Manager.

Tracy was given the opportunity to upskill - the start of her new career.

In recognition of her commitment to training, she won the Novaskill Hospitality Traineeship award and was recently a state finalist in the NSW and ACT Aged and Community Services Trainee Award for Excellence.

"Tracy epitomises the Feros culture of promoting lifelong learning and turning your passion into your career," Jennene said.

Tracy said "I can't believe that every day I have the opportunity to create food for our residents to enjoy. I'm overwhelmed I was given this chance to develop my skills in something I love doing!"



# Cutting edge research led by Feros Care

**The discovery that exercise therapy was considered the norm for the greater community yet only passive physiotherapy was government funded for aged care residents led Feros Care physiotherapist, Jennie Hewitt to run a four year research trial to demonstrate its value and inform the government funding model.**

"I was shocked that massage and electrical devices for pain relief were funded and yet therapeutic exercise programs were not," Jennie said. "I set out to find scientific evidence to dispute this approach and discovered there was very little resident specific research available."

Jennie wanted to change both the health funding structures and also attitudes about physiotherapy within aged care. She realised the best way to do this was to prove the value of strength and balance exercises using a clinical trial.

In 2012 Jennie began conducting a four-year scientific study through The University of Sydney into how a tailored exercise program can help reduce falls among residents in aged care facilities.

Her research involved 221 participants in 16 Villages. The average age was 86.7 years old, with the oldest being 102! The study measured falls per person, as well as quality of life and mobility. A cost-effectiveness analysis will also be performed to inform policy makers.

Eight residential aged care facilities were assigned to the exercise group while eight carried on as usual. Participants in the exercise groups were assessed by a physiotherapist and prescribed an individualised progressive resistance training program using gym equipment. They also performed a circuit of high level balance exercises at each session. Classes were in groups of up to 10 participants and lasted one hour.

As well as falls-prevention, Jennie said that quality and enjoyment of life, and social participation are also the major benefits of exercise for residents in aged care.

"We have had some great stories from the residents who joined the exercise programs" says Jennie. "One of our participants is 93 and reported slipping on wet tiles, 'I felt myself project forward suddenly but I just kept moving and felt the strength in my legs and abdomen, I saved myself! If it wasn't for these exercises I'd have landed flat on my face' she said."

"Another woman approached me at one of the villages in Sydney and said 'Thank you so much for what you have done for my mother with this gym program, she used to be in and out of hospital every month with falls but she hasn't fallen once in the six months since she started the program—it's amazing!'"

All the data collected is currently being analysed. "We can't divulge numbers just yet as this trial will be submitted for peer review and publication in an international journal over the next few months, however we can say that the exercise program has proven a significant reduction in falls can be achieved," Jennie said.

She has also been contacted by peak bodies to write best practice guidelines for physiotherapy for aged care residents.

"There's no doubt that the study and the data collected are important to inform policy and make best practice recommendations, but the individual stories about lives changed — well they are priceless!" says Jennie.

Jennie recently presented her research at the 2016 World Congress of Active Ageing.

*"My personal buzz has been seeing groups of residents enjoying themselves, the pride in their faces, telling their families that they're going to the gym for a workout. It's that sort of intangible thing that has most motivated me."*



See Jennie and our residents in action [http://bit.ly/Feros\\_StrongMindBody](http://bit.ly/Feros_StrongMindBody)

# You spoke up, we listened *and acted!*

Feros Care thanks you – our clients – for sharing your experiences through feedback forms, comments to your Care Managers and surveys. One thing we have heard again and again is how confusing it is to get At-Home Care. So we've been looking at ways that we can overcome those barriers and improve your experience.

Some of the things we've done include:

- Reduced the amount of paperwork by streamlining our systems and processes
- Introduced Wellbeing Managers (formerly Care Managers)
- Introduced Virtual Wellbeing Managers.

## Wellbeing Managers

Your Wellbeing Manager's role is to listen to you, identify your goals and work with you to create a way to achieve your goals. For each person this will be very different.

We ask you "What is it that is important to you and how can we help you achieve it?" This can be things like:

- **Volunteering to read at the local kindergarten**
- **Giving your in-home carer a few hours respite each week**
- **Playing with the grandkids (and needing physio to do this)**
- **Transport to get out to meet friends**
- **Or perhaps you really want to communicate with family overseas and need to learn to use Skype - we can help you find a computer course**

Speak with your Wellbeing Manager and discuss any changes you'd like to make to your care plan.

## Our Virtual Wellbeing Managers are here to help and are at the end of the phone

If you have a question or need an issue resolved quickly, our Virtual Wellbeing Managers are there for you.

Virtual Wellbeing Managers are available 8.30am–4.30pm on **tel 1300 763 583**, and can talk you through any issues you may be having, can make changes to bookings and rosters, and can answer any questions or concerns you have.

Our Virtual Wellbeing team members are all highly experienced Feros team members and between them have worked in health and aged care for a combined 89 years. They are also experienced clinicians and can talk with you about any health issues such as weight loss, and make decisions about wound care.

Our highly responsive Virtual Wellbeing Managers are part of your care team. They are here to assist in looking after you, support you and problem solve together... and are only a phone call away.

## Re-connecting with bowling buddies

Due to a medical condition Bruce was no longer able to drive. He had lost contact with his friends and he particularly missed his bowling mates. Feros worked with him to regain that connection.

We had been providing him with domestic care twice a week and working with him to regain physical mobility, however Bruce was lonely - he couldn't drive to bowls and he lived in an area with limited public transport.

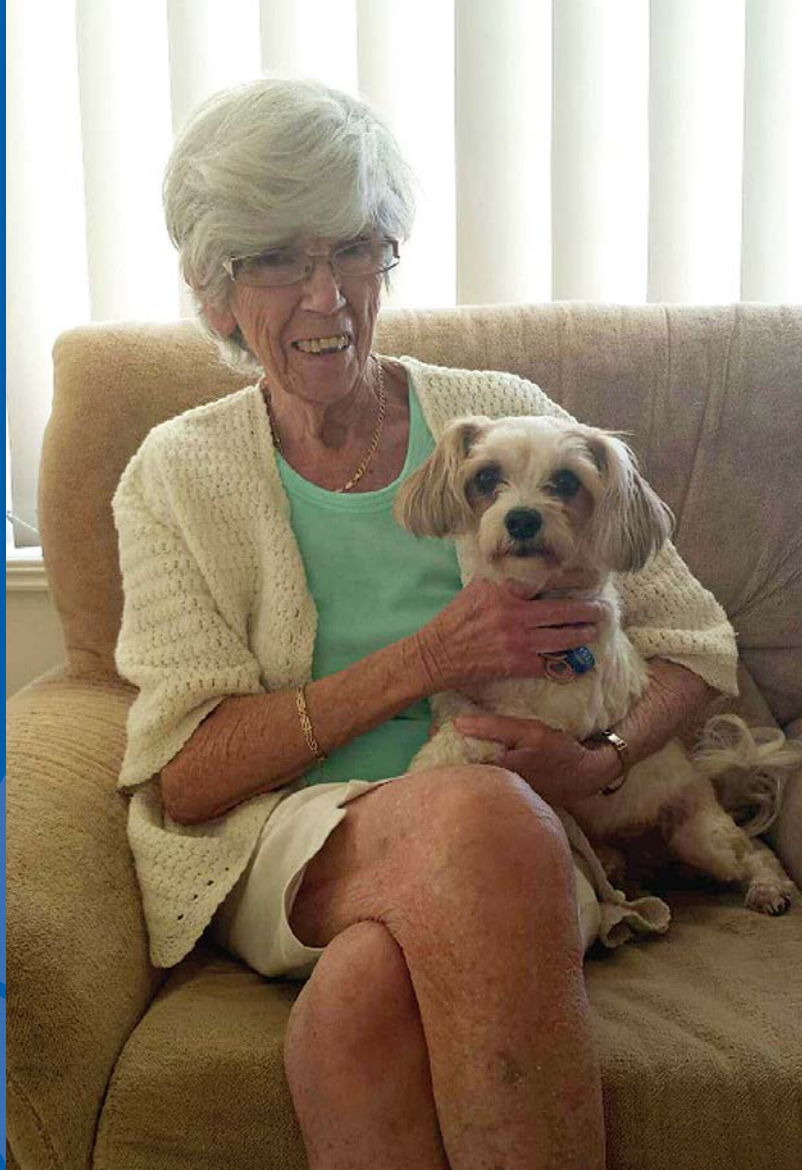
His Wellbeing Manager created a plan for him that would help Bruce achieve that goal. For the first few weeks we arranged his transport to get to bowls and have lunch with his friends (as well as his personal care to get ready in the morning). Eventually Bruce re-kindled his old connections and one of his mates now collects him and drops him home after their weekly bowling lunch outing. Bruce now uses his left-over care package budget to top-up his physio treatments.



If you receive At-Home support through Feros Care (or would like to) call us on **1300 763 583** between **8.30am–4.30pm, Monday–Friday.**

# Our caring staff go above and beyond

We all know how valuable proper nutrition and home care are – but sometimes it is something else that a person needs in their life to feel calm and at ease – that little thing that makes a massive difference!



Our Wellbeing Manager, Cheryl Rayner, was helping 78 year old Sonia Corns to access At-Home Care. Sonia had just been released from hospital after an extended stay where many doctors had told her family she would never be able to care for herself again (and her children lived a long way away).

“Sonia was determined to live at home and be as independent as possible, so I knew I had to do everything in my power to support her,” explained Cheryl.

“But she was dealing with some memory loss and at nights when our care staff were leaving (after having prepared her evening meal) her anxiety levels would rise. We couldn’t just leave her so distressed.”

Cheryl knew that Sonia loved dogs and in particular had a soft spot for Shih-Tzus so she put out a call to all the local animal rescue shelters. Eventually, one contacted Cheryl and said they had a little Shih-Tzu cross named Lilly but Cheryl had to collect it immediately. She set the alarm early and was at the shelter by 7am the following morning. She knocked on Sonia’s door unannounced with the dog in her arms; Sonia’s

response: “God has answered all my prayers!”

Cheryl explained that Lilly the dog needed to be looked after for the day and would Sonia mind taking care of her? After a few hours together Sonia begged if she could please keep Lilly... and the rest is history!

The genuine care for Sonia that Cheryl showed was all in her own time (she even gave Sonia dog food from her own cupboard!).

One of the Feros Care Principles is that all people are unique, and each has different needs to promote healthy ageing. Cheryl recognised that Sonia’s mind and spirit would be nurtured with a new furry friend to love, removing some of Sonia’s anxiety so she acted accordingly.

“We were both crying that day, it was so beautiful,” smiled Cheryl “Sonia kept telling me her heart was happy again!”

“Now when our team goes around at night to close the blinds and prepare Sonia’s meals they can chat with her and then leave, knowing that Sonia feels much calmer. Lilly is her constant companion that loves her and is always on her lap.”



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

FEROS CARE PRINCIPLE OF PROMOTING HEALTHY AGEING

# And the *winner* is ... Australian seniors

## Feros Care wins the highest number of new Home Care Packages across Australia

Earlier this year, Feros Care was awarded more than \$15 million in Federal Government funding to deliver even more aged care services to older Australians.

This funding equates to 435 new home care packages to help older people remain living in their own home for longer. The kind of help available includes things like cleaning and preparing meals, exercise physiology, speech pathology, dietician support, or with transport so you can go shopping or attend appointments.

And while the home care packages are funded by the Australian government, suppliers like Feros Care must prove that they can meet the needs of an area's ageing population, and have capacity to provide innovative and client driven service solutions.

Last year the government implemented a Consumer Directed Care approach to supporting seniors. This is something Feros has

done for years within our Byron Model. We have always treated our clients as individuals and firmly and passionately believe that 'one size does not fit all'. This has been recognised in the recent allocation of funding awarded to Feros Care.

*In the Feros world of aged care,  
one size does not fit all.*

With such a large package allocation, Feros Care is busy employing, orientating and training new staff. We are buddying all new Wellbeing Managers with our highly experienced Care Managers to ensure we can provide client focused care to all our current and new clients.

### The buddy Christine Demou

Christine Demou has been a Care Manager with Feros for over three years, and before that, she'd had years of case management roles. With so much experience, it made sense to have her work alongside new team members as a buddy.

When Christine buddies up with a new Wellbeing Manager, she spends the first week doing client assessments and creating the Care Plans while her buddy observes how everything is put in place

for a client. On the second week, the roles are reversed and Christine acts as support person in the background.

"Before going to clients, I brief my buddy and give them an understanding of what fits within the client's budget. When we are with the client we always give them lots of options that achieves their personal goals (both short and long term). It is their package and they are the ones driving it. It must suit the clients' needs," said Christine.

"When I first got my job with Feros Care it all seemed too good to be true! I have the ideal lifestyle and I feel honoured and humbled that I am able to work for an organisation that puts clients first, and equally values and recognises the work that staff put into their role.

"I feel valued being asked to be a Feros buddy. I'm teaching a new wave of staff the Feros Care way and want them to feel as welcome and part of the Feros family as I do," said Christine.

### The trainee Belinda Stabb

"I've only been with Feros Care for one month and already I feel like Santa Claus! I can see the impact I am going to have for a person and their family.

"I've got my p-plates on at the moment, but I'm now working directly with clients. I talk with Christine every second day – it's both for reassurance and for practical advice. My days comprise of visiting clients and potential clients, and I love having the support of my buddy" said Belinda.

"Our services are so important, and I see this each and every time I meet with people. One lady that I recently

assessed needed assistance because her carer was in hospital. She was otherwise well but had a physical barrier to being on her own and she didn't want to go into a residential facility.

"We identified that her goals were around personal and domestic care, so this lady now has help with washing her hair, showering and preparing some meals. And because she still had money in her Home Care Package budget and she loves getting out of the house, we've also arranged weekly social outings for coffee and shopping.

"Her response was 'I can get a shower



The trainee: Belinda (l) and the buddy: Christine (r) developed a great rapport during mentoring.

every day?' Helping someone to have a shower can have such a big impact," smiled Belinda.



## The clients Victoria and Joseph Deguora



Belinda (l), Joseph, Christine (r) and Victoria (back) developing Joseph's care plan.

Victoria had been Joseph's carer for many years and the demands on her were steadily growing as Joseph's Parkinson's symptoms worsened.

Victoria was very anxious about the responsibility, she felt trapped within the house and that she was losing her social connections. She was also concerned about her back, as she was the one who lifted and showered her husband each day.

Victoria became quite emotional as she explained to Christine and Belinda that she felt like she was going to have a break down and really needed some time out each week for herself. "It was very obvious the strain she was under," said Belinda.

Victoria and Joseph now have daily personal support with showering and dressing as well as respite care twice a week to give Victoria a break to go shopping, catch up with friends and go to the gym. The respite also has the added advantage of assisting Joseph with an exercise routine.

"I'm so pleased, I didn't know this service existed. I really need a break and now I can do Tai Chi, go to the gym and go shopping. I don't feel like I always have to be there.

"We also got a LifeLink Falls Detector. My other big stress is worrying about Joseph falling out of bed or his wheelchair. Now I can be in the garden without having to frequently check him," said Victoria.

Victoria and Joseph are the first clients that Belinda was able to provide a care package to.

"It was obvious the stress the whole family were under, and by listening to their needs, I feel like I have had a direct impact on their life.

"I like the idea of empowering older people to make decisions about their own life," said Belinda.

# Do you need some help at home?

If you or a family member want to stay living independently at home, then Feros Care's At-Home Services can help you achieve this goal!



Many of our services include Australian government funding to give you the extra help at home and include things such as housework, gardening and maintenance, personal care, nursing care, transport to and from appointments, meal preparation, physiotherapy, podiatry or other allied health services. There are three types of At-Home services available:

## 1. Commonwealth Home Support Program

Provides help with daily tasks or low level care at home. The kind of help available includes domestic assistance, planned respite and meal preparation. Contact the My Aged Care contact centre on 1800 200 422 to organise a home support assessment (which will be conducted by the Regional Assessment Service).

## 2. Home Care Packages

Available for people with more complex needs. Contact the My Aged Care contact centre on 1800 200 422 who will organise an assessment by a member of an Aged Care Assessment Team (ACAT, or ACAS in Victoria) who then coordinate and tailored to services to meet your specific needs. There are four levels of packages to cater for your unique requirements.

## 3. Department of Veterans Affairs (DVA)

Provides a variety of in-home and community support programs focused on assisting you to continue living independently by supporting your health, wellbeing, and community connection. Contact Veterans' Access Network on 1800 113 304. The network can give information, support and assistance on DVA services and entitlements.

# The future looks stylish for independent living equipment

**Feros Care is an early adopter of assistive, smart technologies that improve the independence, safety and health of seniors and people with disabilities.**

LifeLink is our business arm that discovers, tests and implements our independent living solutions.

Our team are continuously looking for the very best emerging technologies and equipment that offer state-of-the-art solutions to enable seniors and those with disabilities to live in their own homes with confidence.

Anthony Bacon LifeLink's Operations Manager said that there are now many products available that although not sold as assistive smart equipment, the LifeLink team are testing for potential assistive usages.

"For example, equipment that is marketed to improve posture when walking and at a desk could actually be great for seniors to encourage them to walk tall and limit leaning forward. Many

seniors develop the habit of watching their feet after they have fallen and this changes their centre of gravity and increases the risk of future falls," he explained.

Dozens of products are currently coming onto the market and we are busily testing and piloting them to determine which ones will make a positive and cost effective difference in the lives of our clients.

These are very exciting times – very soon we will be offering you the very best products that have undergone the Feros five step FITTM testing process (Feros Innovation Technology to Market).

Our LifeLink team are really excited that there are such a diversity of options available beyond the traditional monitored pendant to help seniors live independently with peace of mind.



# Your invisible guardian

*“With Care@Home™ in my home, I feel safe without the need to wear any bracelets or pendants. It works by itself as if it isn't there, and I carry on with my life as usual.”*



## Care@Home™

**The latest product to undergo and pass our rigorous FITTM testing process is Care@Home™. It's like an invisible guardian watching over you that sends an alert if you require medical assistance.**

It's a self-learning solution, gathering information, analysing, monitoring and alerting 24/7 via mobile and web apps. This enables you to live independently without wearing pendants or having to press buttons.

The mobile and tablet apps allow care-givers or family members to unobtrusively check in or to respond to automatic alerts sent by the Control Panel.

This technology means you will never have to wait long for help if you need it.

### How does Care@Home work?

Five movement sensors are installed in the most commonly occupied areas (kitchen, bathroom, bedroom, living room and hall) and two door sensors (fridge and front door) are set up.

Everyone has their own unique pattern and this technology learns your predictable behaviour and informs the relevant people if that changes significantly. The Control Panel will automatically notify LifeLink's 24/7 Emergency Response Centre or a caregiver in case of any emergency or warning sign, such

as skipping meals, reduced activity, or spending an unusual length of time in the bathroom.

“If the fridge hasn't been opened by 8am and it's usually opened between 7.00–7.30am, it indicates that the person may be unwell or have had a fall. Or if they go to the bathroom but do not leave within their usual timeframe, it's a pretty sure sign something isn't right.

“If patterns change, the Control Panel automatically alerts the emergency response staff and family members who implement safety checks and call an ambulance if needed,” explained LifeLink Operations Manager, Anthony Bacon.

As well as obvious benefits like the early detection of falls, monitoring assists the long-term health of users.

“The system is so sophisticated it is able to alert our 24/7 monitoring team if changes to behaviour could be as a result of a change in a medical condition. This enables our health professionals to respond more quickly, and more effectively to maintain the health of our clients,” explained Anthony.

**Feros Care offers a variety of technologies to transform ordinary homes into life-saving Smart Homes. Operating out of a central base alarm and communicating to a 24/7 support centre, various alarms and sensors can be set-up to enhance the safety of any home, or in the worst case, ensure family, friends, neighbours or emergency services can be sent quickly.**

**Call our LifeLink team on 1300 851 771 or [www.lifelinkresponse.com.au](http://www.lifelinkresponse.com.au) to find out more and keep up-to-date with new equipment as it passes our rigorous five step FITTM testing regime.**

# Tips to staying safe and preventing injury



**Trips and falls can be particularly devastating as we age. Fortunately, some simple tips can help keep you safe when you're on the go and at home, and prevent injury:**

## Check your vision

See your optometrist for an eye check-up every year and pursue treatments that will correct any problems you discover. Poor depth perception can lead to problems navigating uneven or slippery terrain.

## Get moving

To reduce your risk of falling, it's also important to include activities that improve your balance and increase your strength. (Always ask your doctor before starting any exercise program).

## Wear the right footwear

Avoid ill-fitting shoes, which can increase your chances of falling on uneven or slippery surfaces and decrease your overall stability. Look for shoes with a rubber sole that offer good traction.

## Mind your medication

Have your medications reviewed by a medical professional, especially if you are taking psychotropic medications. Be sure that dizziness or a lack of stability is not a potential side effect of the drugs you take.

## Eye up your equipment

If you use a cane or a walker, make sure that the rubber tips are intact. Worn out tips can weaken the reliability of the device and even cause a fall. Rubber tips can be bought at the local chemist.

## Stay safe indoors

Be careful leaving your home during dangerous weather conditions, such as heavy rain.

## 'Fall-proof' your home

Assess your home environment and remove fall hazards, including unsecured rugs, loose electrical cords, and items on the floor, like newspapers, slippers and other clutter.

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## Safety-proof your bathroom

**With their slippery floors, hard surfaces, and tight spaces, bathrooms can be especially challenging places to navigate. Here are some simple solutions for keeping out of harm's way and safe from slips and falls.**

### Clear a path

Bathroom safety begins before you enter the doorway. Keep the halls clear of shoes, laundry baskets, and other clutter. For increased visibility, install nightlights in and around the bathroom.

### Evaluate the entry

Bathroom doors are often narrow, so be sure there's an unobstructed path that is wide enough to walk through comfortably. Keep in mind that walkers and wheelchairs will require additional space.

If the bathroom floor is higher than the adjoining room and you use a walker or cane, you should arrange for an occupational therapist to show you how to safely navigate the height change.

### Slip-proof the floor

Install nonslip mats and decals (use several) on the bathtub or shower floor and be sure the bathmat or any rugs have a

rubberised back to keep them from sliding. Wet tiles can be slippery, so wipe up any spills as soon as possible.

### Install grab bars

If you have limited mobility or problems with balance, grab bars will make it easier to get into and out of the shower or bath. They should be installed by a professional, who can make sure they are placed at the proper height and angle for your safety.

Remember that towel rails are often glued or grouted onto the walls and are not designed to support body weight!

### Consider special equipment

A raised toilet seat with handles will make it easier for you to get on and off the toilet. In addition, think about installing a retractable shower head that's connected to a hose for a more convenient way to rinse off.

*Adapted from Visiting Nurse Service of New York blog [www.vnsny.org](http://www.vnsny.org)*

# 7 foods for healthy eyes

Did your mother ever tell you to eat carrots for good eyesight? Here are seven foods that are actually better than carrots for your vision. That said, make sure you keep eating your carrots!

**1 SPINACH AND OTHER DARK LEAFY GREENS** Spinach and other dark leafy greens such as kale offer your eyes lutein and zeaxanthin, two antioxidants that protect against eye damage. Lutein has also been linked to reduced risk of cataracts.



**2 OYSTERS** Oysters are rich in the mineral zinc, which helps to transfer vitamin A from the liver, where it's stored, to the retina in your eye. Vitamin A helps to produce melanin, a protective eye pigment. If you don't enjoy eating oysters, include other food sources in your diet that are rich in zinc such as egg yolks, peanuts, meats and whole grains.



**3 GREEN TEA** Green tea is a rich source of flavonoids, a group of antioxidants that help to protect the retina from sun radiation damage. So, if you don't already, perhaps try substituting your standard cuppa with a green tea at least once daily.



**4 WALNUTS** Walnuts are a rich source of plant-based omega-3 fatty acids, which are different to the variety found in seafood. They may help to look after your blood vessels, as well as blood flow and blood fat levels, which are critical to how the eyes and the rest of the body works. Walnuts also contain vitamin E, folate, melatonin, and antioxidants, all of which protect the body, and therefore, the eyes' nerves. Walnuts are easily enjoyed in muesli, or on their own as a snack. You could also add them to healthy breakfast muffins.



**5 SALMON, HERRINGS AND SARDINES** Fatty fish are a rich source of fish oils containing omega-3s. Omega-3s from seafood help to fight inflammation and lower your risk of developing age-related macular degeneration. So get in two serves of fatty fish each week – the canned variety are okay too. You can enjoy fish baked, or in a salad, curry or sandwich. Your eyes will love you for it, not to mention the rest of your body.



**6 CITRUS FRUITS AND BERRIES** These two types of fruit are high in vitamin C. Vitamin C, otherwise known as ascorbic acid, is a super antioxidant that helps to heal tissue damage, including eye tissue. Other great sources of vitamin C include pawpaw, kiwi fruit and capsicums. Because vitamin C is destroyed by heat, it's important to enjoy these sources fresh, such as in a salad or a topping for your muesli or pancakes.



**7 PUMPKIN** As with dark leafy greens, pumpkin is also a really good source of lutein and zeaxanthin. Pumpkin is a fantastic source of vitamin A, and is great for producing melanin, a protective eye pigment. Pumpkin can be enjoyed in sweet dishes – such as cakes, muffins and brownies, or savoury ones – such as soup, stews and roast pumpkin.



# Spring lamb with Italian inspired baby vegetables



Nothing says “Spring” more than fresh Australian lamb. This simple yet elegant and inviting meal embraces the nutritional aspects of crisp spring vegetables and is one of my favourite meals.

It is quick and easy to prepare, it tastes great and looks amazing! It can be adapted in many ways to suit your personal taste, and is also good without the lamb as a vegetarian option.

## INGREDIENTS

serves 2, takes 25 minutes

4 spring lamb cutlets

### Spring vegetables:

Baby carrots 1 bunch (washed)

Baby potatoes (8) cut in quarters

Whole garlic pieces (2)

Capsicum 3 colours (thick slices)

Cherry tomatoes ½ punnet (cut in half)

Red onion 1/2 (thick slices)

Snow peas (or Sugar snaps) (8) cut in half

Fresh rosemary

Olive oil (drizzle)

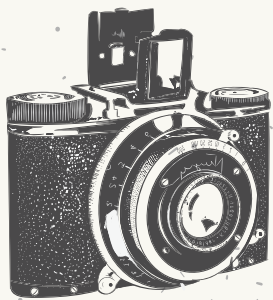
Balsamic glaze (to finish)

This recipe can be adapted, by changing the sauce.

- Use *ketjap manis* (thick sweet soy), in place of balsamic, to give an Asian influence, or
- A garlic yoghurt sauce for a Greek influence, or
- A simple minted gravy or jus for a traditional Australian kicker.

## METHOD

1. Preheat oven to 200 degrees Celsius.
2. Prepare your ingredients and set aside – adding your vegetables systematically ensures that everything is ready at the same time.
3. In a baking pan, add your cut potatoes, baby carrots, garlic pieces, capsicum slices, red onion, and a little of the rosemary, along with a drizzle of olive oil. Toss slightly and place tray in hot oven. Bake for approx. 15 minutes, or everything starts to soften.
4. When the vegetables are cooked, add cherry tomatoes and snow peas. At this time drizzle a small amount of the balsamic glaze over the vegetables (not too much as it has a strong flavour). Return to oven but turn the heat off. (Leave vegetables in there while you cook the lamb).
5. In a heated fry pan, add a small amount of olive oil. Once pan is hot, add the lamb cutlets, one at a time, and lay them away from you to ensure that there is not hot oil splatter.
6. Cook each side for approximately 1½ to 2 minutes (depending on how you like your lamb - the longer you leave it the more it is cooked inside). Remove lamb from the pan and ‘rest’ cutlets on a plate. I personally prefer lamb cutlets to be served medium-rare to medium.
7. Remove vegetable mix from oven and plate immediately (preferably onto warmed plates).
8. Lay lamb cutlets (2) over vegetable mix, and drizzle a little balsamic glaze for effect and garnish with a sprig of rosemary.



**feros  
village  
moments**

# Madcaps from the Men's Shed

**Feros Care village residents are encouraged to continue living a full life – our goal is for residents to stay healthy, active and connected both within their village, and to their friends, family and the local community.**

What better way to stay connected than a cross-Feros Village collaboration to build a billy cart to participate in a community event!

The Bangalow Billy Cart Derby has been running for 25 years and Feros Care has proudly sponsored the event for many of these.

***"I haven't had this much fun in eleven years!"***

**~ BILL**

Last year our official billy cart entry (built by Feros Care staff) was disqualified because the brakes were a bit 'dodgy'. This year the Wommin Bay Men's Shed residents group accepted the task of building a road-worthy billy cart.

*This beautiful story was told by our brave billy cart pilot – Jennie Hewitt (otherwise known as the Positive Living Coordinator from Wommin Bay):*

"Our volunteer Allan headed up the billy cart development team with Wommin Bay residents Bill, Ron, Ken and Gerry becoming the workers and/or brains trust.

The gents disappeared to the back shed, a top secret men's area. Their ingenious idea was to install wheelie walker handles and brakes so the cart would stop on demand and pass the scrutineer's keen

eyes. Bill even donated his disused wheelie walker, and its handles and brakes were unceremoniously removed.

***"I've had a fantastic day, I love talking to people, everyone was so nice."***

**~ VIC**

An old Feros dining chair, a first aid kit (just in case), a wheelchair wheel (for effect) and a fluoro orange flag high above the pilot (the same ones you see attached to mobility scooters) were all fitted.

Eventually the big day arrived. The Feros Care bus departed Wommin Bay with three of the men's shed team and a small cheer squad. As it departed one of the men's shed men called out "don't forget to WD40 those wheels just before you take off to make 'em spin faster!" It's been great to have something like this to think about."

***"How long 'til we get to come back here again, that was a great day!"***

**~ JUNE**

Staff, volunteers and residents from Feros Care Bangalow also joined us and watched the street parade before the big test arrived.



***"I've had a great day – it's been over six months since I've been able to have a day out."***

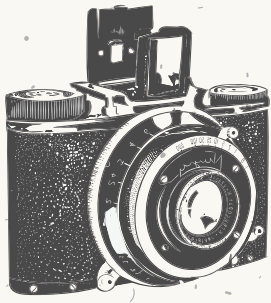
**~ RON**

The pilot was a little concerned by the competition and that her wheels were from a wheelie walker designed to peak at 500m/hour. However to her great joy and relief the cart withstood the high speeds and barrelled beautifully down the hill and passed a waving, cheering group of happy Men's Shed faces.

... and the end of the race is irrelevant to this great story of residents' community involvement.



Check out the video featuring all the thrills and spills at [http://bit.ly/Feros\\_billycart](http://bit.ly/Feros_billycart)



# feros village moments

## Pet power!

Sometimes we need a little motivation to get going in the mornings. For 89 year old Les Svraka, a resident at Feros Care's Wommin Bay village, his poor health and painful feet mean he often prefers to stay in bed.

Not on Thursdays however, when a very special four-legged visitor puts the sparkle back into Les' eyes.

Skyla is a four year old border collie that visits our residents every week along with her massage therapist human Letitia Daw.

We pride ourselves on our pet-friendly villages with a menagerie of cats, dogs, bunnies and birds living amongst our residents.

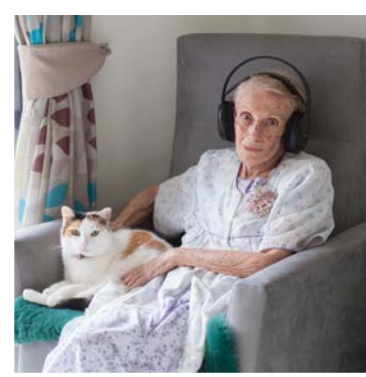
Feros Care Director of Clinical Services Sarah Marciano said "research shows that stroking a pet can decrease a person's level of stress and help alleviate stress-related disorders and depression. Pets also offer companionship and affection and can combat loneliness.


"They bring normality to the day and are a great de-stressor for residents and staff," she said.

This is obvious when witnessing the cuddles that Les and Skyla give each other. The big smiles on Les' face demonstrate the difference pets make.

For an animal lover like Les having pets at the Village provides the opportunity to remember earlier times when he had dogs and cats on his sheep farm near St George, Queensland.

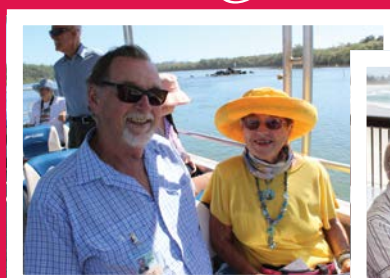
Les loves to reminisce and tell stories about that time and Skyla gives him the opportunity to connect with his past. "It's the most rewarding thing to see Les happy and smiling," said Letitia.



 Check out how animals change the lives of our residents [http://bit.ly/Feros\\_PetPower](http://bit.ly/Feros_PetPower)

## Staying connected within the community

Social connections within each Village as well as with the community help to maintain strong minds and bodies. Each Village has at least one organised group social outing each week – bus trips to interesting places for morning tea, walks to a local café, bookshop or art gallery, and annual events like the Byron Writers Festival, local shows and Billy Cart Derby – to name just a few.



*Feros Care Villages are situated close to beaches and rivers, so many of our outings take advantage of our wonderful surrounds.*



# Moving to the beat of their own drum

Music is very popular at all our Villages. It ranges from weekly drumming circles, happy hour, sing-a-longs and visiting entertainers.

Music can trigger long forgotten memories and reduce anxiety and has been proven to promote better health and a higher level of functioning.

At Byron Bay Village music is an almost daily activity!



Myra volunteers every Monday during morning tea. She plays the music the residents want to hear and knows every song that is requested, and "if she doesn't know the song she does by the following week!" said Beck Jackson.



The weekly drumming circle has grown from much more than Jambalaya drums. Now residents also come just to dance – or play shakers or clapping sticks. Laughter and loud music with a great rhythm is the sound heard across the Village.

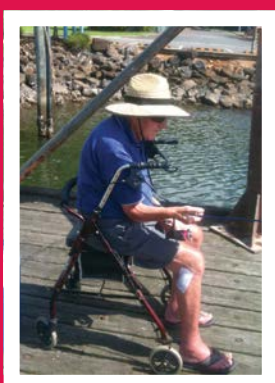


Playlists from yesteryear and a set of bluetooth headphones - a great way to calm anxious residents and unlock memories.



Wednesday's happy hour and sing-a-long with Joe Pyle is about socialising through music and has the highest participation of all Village activities. Happy hour (actually happy two plus hours) has something for everyone – afternoon tea, cocktails, finger food, stories shared, singing, dancing and plenty of laughter. As our Positive Living Assistant, Beck Jackson said "there would be a mutiny if we didn't have this activity! Joe has a larger than life personality and a great singing voice."

**Yes Music... Something our residents thrive on!** It unlocks memories, lifts the spirits, provides connection, is entertaining, mood enhancing, empowers emotions... and that is just the start! So what are you waiting for? Get your beats on!



Many residents from Bangalow once played lawn bowls and now they continue the sport with carpet bowls along the Village corridors.

When the weather is sunny many of the residents enjoy a walk to the local bowling club (accompanied by staff and volunteers) to watch a few Ends being played – on the green that they once also bowled.

Bruce and Frank from Bangalow enjoying a spot of fishing –no fish were caught so they had to be content with fish 'n chips from the co-op instead!



John in the cockpit. Enjoying a day at the local aeronautical museum.



# feros village moments

# Stars of the *silver* screen

All the residents living with us in a Feros Village are encouraged and supported to continue to live a full life. Our vibrant and warm villages offer a home and a sanctuary where there is as much or as little to do as people want.

Recently many of our residents, volunteers and staff became stars of the screen when we made a series of short videos about many of the things residents and staff say they love about our Villages.

There were many funny, tender and personal moments captured as residents went about their lives.



 Check out the stars of the screen at [www.youtube.com/feroscareaustralia](http://www.youtube.com/feroscareaustralia)

# mem bop

iPods for the mind

“  
who needs  
a pill when  
you have  
an iPod  
”



Music has the power to calm, stimulate and move us. For those living with dementia, music has the power to make them feel alive, happy and reignite old memories.

Your MemBop is preloaded with your own personalised playlist – music that is important and meaningful for you.

**What's included:**

- iPod Shuffle with comfortable over the ears noise reducing headphones
- 10 albums of personalised music that is special to you preloaded
- Technical assistance and setup



Talk to us today about getting your MemBop included in your care package!  
Or call LifeLink on 1300 851 771

Renewed joy and pleasure in music: improves moods, encourages family and carer engagement, enhances physical activity, alleviates sleeplessness

# Pearl OF WISDOM

Feros Care asked people to share their Pearl of Wisdom, with a lot of advice being shared among family, friends and strangers, and more than 65,000 people viewing our Pearls of Wisdom YouTube video.

People from all over the world and all ages shared their wisdom and advice either by mailing their free Pearl of Wisdom postcards, emailing messages or posting messages to websites and social media.

Some of the pearls of wisdom shared:

- **age is only a number**
- **be true to yourself**
- **share your joy everyday**
- **keep a nickel between your knees**
- **the happiest people don't necessarily have the best of everything, they just MAKE the best of everything**

## 'Desire to Inspire' wins

Christina Morgan, picked up a free Pearl of Wisdom postcard at a Sydney café to write a cheery message to a friend.

After writing on the card, she shared her favourite inspirational quote on our Pearl of Wisdom webpage. 'Life is 10 per cent what happens to you and 90 per cent how you

respond to it' caught the eye of the judges, and she won a trip to the Gold Coast for Cooly Rocks On.

## Young At Heart

Feros Care proudly sponsored this year's Young At Heart film festival – the only film festival in the world that caters specifically to film lovers over 60 years of age.

Young at Heart works to break down the stereotypes surrounding ageing with veteran actors in central roles.

Feros' short flick, *Pearls of Wisdom*, was played before every Festival feature film. The short promoted engagement between generations, in particular highlighting the wisdom of seniors.

Free Pearl of Wisdom postcards were also available at each venue for people to share their tips amongst their friends.

The festival was the perfect fit for Feros Care, our celebrating ageing ethos is all about breaking down ageing stereotypes.

*How often have you asked yourself, if only I knew that when I was younger? Because as we know, with age comes wisdom and with wisdom comes insight.*

## 96 year old YouTube star

A star of our Pearl of Wisdom campaign was Feros Care Byron Bay resident Jilli Richardson, 96, whose positive energy shone in a three-minute video.

Jilli shared her wisdom through the song The Story of Love - lyrics she said that spoke the truth about life and love. Her rousing rendition of the old classic won the hearts of 1000s who clicked to watch.

Comments included:

**"love this", "so great to see Jilli sing", "Jilli made me cry (for joy)"**

Jilli, who spends her days inspiring fellow residents, staff and volunteers with her positive outlook, wholeheartedly threw her support behind the campaign.



Check out Jilli's video appearance at [http://bit.ly/PearlsofWisdom\\_FerosCare](http://bit.ly/PearlsofWisdom_FerosCare)

# Remembering care

Many people do not realise Feros Care is a not for profit organisation and our charity arm, Feros Foundation, supports programs to tackle loneliness and provide palliative care.

We have had requests from families on the passing of their loved one that guests make a gift to Feros Care rather than giving flowers.

We now offer collection envelopes for friends and families to pay tribute at a loved one's funeral. Donating in memory is a special gift

that allows their memory to be honoured.

Through these generous donations, Feros Care can continue to support seniors to live their best life - helping them live independently, socially connected, healthy and fulfilling lives for as long as possible.

To request In-memory envelopes for your loved one's funeral service, your funeral director or you can contact us on 1300 763 583 or send an email to our care team [giving@feroscare.com.au](mailto:giving@feroscare.com.au).

 **feros care**  
celebrating ageing

# Preparing for unexpected weather

You may not be directly impacted by a bushfire or flood, but you may become trapped or isolated in your home or community because of their effects (road closures, flash flooding, smoke/ember). Being prepared is a great plan.

## PREPARATION

### Know your warnings

#### Tropical Cyclone Watch

Issued if a cyclone is expected to affect coastal communities within 48 hours.

#### Tropical Cyclone Warning

Issued if a cyclone is affecting or is expected to affect coastal communities within 24 hours.

#### Bushfire Advice Alert

A fire has started but there is no immediate danger.

#### Bushfire Watch and Act Alert

Heightened threat level. Conditions are changing and you need to start taking action now.

#### Flood Watch

Prepare now before the flood.

#### Flood Warning

Flooding is imminent or is occurring.

#### Evacuation Warning

Be ready to leave early before roads become congested or closed.

#### Evacuation Order

Leave the area for Evacuation Centre or friends out of area.

#### Severe Weather & Thunderstorm Warning

Issued to advise of current or expected severe thunderstorms in an area.

### Useful links

**Emergency +:** a free app for your smartphone to help Emergency Services precisely locate you – [emergencyapp.triplezero.gov.au](http://emergencyapp.triplezero.gov.au)

**Fires near me:** information on current bushfires and total fire bans – [www.rfs.nsw.gov.au/fire-information/fires-near-me](http://www.rfs.nsw.gov.au/fire-information/fires-near-me)

**FloodSafe:** information on preparing and staying safe in floods – [www.floodsafe.com.au](http://www.floodsafe.com.au)

**StormSafe:** information on preparing and staying safe in storms – [www.stormsafe.com.au](http://www.stormsafe.com.au)



### Home Emergency Kit

Home Emergency Kits are recommended by all emergency service agencies to be prepared in the event of an emergency.

#### Include in your Home Emergency Kit:

1. Local emergency contacts. This includes relatives, neighbours, friends and one or two out-of-town contacts
2. Portable radio (batteries or wind-up)
3. Torch (batteries or wind-up)
4. First Aid kit
5. Sturdy gloves
6. Important documents and cash in waterproof bags
7. Essential medication
8. Drinking water and non-perishable food for three days

Have you got your emergency kit ready?

### Home Emergency Plan

Having a Home Emergency Plan is an easy way to ensure you and your support network know what to do during an emergency.

Have you prepared a Plan and communicated this to Feros and your support networks?

## PREVENT

### Smoke alarms

When you go to sleep, your sense of smell also goes to sleep. Smoke alarms detect smoke and sound an alarm when activated. They alert and wake people allowing valuable time to get out of a house during a fire.

### Property maintenance

You can help reduce damage to your home by preparing and maintaining your property.

- Keep gutters and downpipes clear of leaf litter
- Trim trees and cut back overhanging branches
- Ensure your roof is in good repair
- Ensure your insurance policy is current and adequate
- Change your smoke alarm batteries

## RESPOND

It doesn't matter what State or Territory you are in, our emergency numbers are the same.  
**POLICE / FIRE / AMBULANCE / RESCUE = 000**  
**FLOOD / STORM / CYCLONE = 132 500**

### Feros Care Gateway

The **Feros Care Gateway team** are also here to support you in the event of an emergency. We may contact you if services are altered or suspended due to severe weather, but we also need you to contact us in situations such as if you are isolated and need additional support, or have been evacuated from your home.

**Feros Care hotline 1300 763 583**

## RECOVERY

If you need support after an emergency event, please contact your **local council** or the **Red Cross** in your area.

# Are you a Feros fit?

Feros Care is a vibrant organisation where 'Everyone Matters'. Every person in the Feros Care community from client, staff and volunteer, has the opportunity to learn, grow, contribute, laugh and play. Staff come to work, ready to engage and play a role in improving the health and wellbeing of clients and themselves.

We choose to work with value driven people who are skilled, capable and passionately interested in working with seniors and see it as a privilege to do so. We are committed to staff wellness initiatives, leadership programs, and we celebrate innovation and our culture.



## We are growing!

With over 650 staff working throughout Qld, NSW, Victoria, ACT and Tasmania, Feros Care is expanding quickly!

We have a host of employment opportunities including residential, community work, allied home health, and corporate roles.

We are also proud of our diverse workforce – everyone brings a unique cultural background, life experiences, skills and abilities.

## We want you!

If you embrace our values and unwritten ground rules we would love to hear from you! Visit our careers page for our vacancies.

Our most commonly recruited positions include support workers (community and residential), administration assistants, registered nurses, and roster operations officers.

You can also register your interest if there are no current vacancies suitable for you and we will contact you personally when a position becomes available.

 [www.feroscare.com.au/employment](http://www.feroscare.com.au/employment)

## Innovations finalist

**Feros Care was recently named as an Outstanding Organisation finalist in the 2016 HESTA National Aged Care awards for our innovative eVillage program.**

The Awards recognise those in the aged care sector who make an exceptional contribution to improving the quality of life for older Australians.

eVillage connects residents at Feros Care Villages in Byron Bay, Bangalow and Wommin Bay (Kingscliff) to their GP. Participating GPs use advanced videoconferencing technology to assess and discuss residents' health.

Dr Neil Hannah of Bay Medical Centre began virtually assessing patients at Feros Village Byron Bay in December 2014 via a rotating weekly clinic between face-to-face and virtual clinics.

He said "eVillage was an innovative approach that improves patient care. Virtual consultations are a great way to connect with patients who can't come into the surgery."



*Feros Care's Shelly Fletcher, eHealth and Primary Care Manager and Michael Scurrah, Strategic Planning Officer, at the Awards ceremony*

Robert, a resident of Feros Village Byron Bay said "It's great to be able to talk with my doctor from the comfort of my own room; it's a big win for me not having to travel and to also have the support of the Byron Bay Village Care Manager when speaking to my doctor."

Feros Care believes technology is integral to assisting the healthcare sector to meet the increasing demands of an ageing population, and is part of a holistic approach to improving social interactions among seniors in community and residential settings.

# cooly ROCKS ON™

## Gold Coast • Tweed



### What better place to celebrate ageing and promote our Get Bold Not Old philosophy than at Cooly Rocks On?

Feros Care installed a giant mural scene depicting rockers and a vintage car which captured the minds, hearts and cameras of young and old.

We gave away 1000s of Get Bold Not Old temporary tattoos and introduced festival-goers to the conversation about ageing boldly.

We also took to the streets asking the question “What Sort of Old Do You Want To Be?” There was no shortage of revellers wanting to share how they planned to grow older, with responses ranging from the carefree to more serious.

The ‘What Sort of Old Do You Want to Be?’ comments included:

- **still rockin’ on!**
- **I want to be skating**
- **absolutely disgraceful**
- **bold not old**
- **rocking red hair**
- **same old as I am now**
- **driving a Mustang**

It was the second consecutive year we sponsored the two-week rock’n’roll revival festival that culminates in a street parade of 50s and 60s classic cars.

### Elvis married them

Feros Care Director Business Excellence, Jenni Marsh, wed her beloved hubby Michael - for the second time - in a fun group wedding renewal ceremony officiated by Elvis, at Cooly Rocks On.

Their second wedding, held at the local pub, was a lot different to their first – a traditional Irish Catholic wedding held at St Patrick’s Cathedral in Melbourne in 1994.

Jenni and Michael decided to relive their first honeymoon and returned to Bali after renewing their vows – this time taking their whole family along for the ride.



Celebrating everything cool about the 50s and 60s and everything groovy about today, Cooly Rocks On is a nostalgia filled festival that crosses generations.

It’s the perfect fit for Feros Care, a proud sponsor of the event, as it provides another great opportunity to get everyone talking about ageing boldly.

## Daredevil

Our Cooly Rocks On Get Bold Not Old tattoo competition winner, **Judy Cowan**, tell us she was the perfect candidate for the \$1000 first prize – as she has always been a daredevil.

To win the competition, you had to be photographed looking bold not old while wearing a Get Bold Not Old tattoo – too easy for fun-loving Judy, 75, who has never missed a Cooly Rocks On. She says the everything-Elvis, rock’n’roll revival

festival is an annual highlight, bringing back for her the days of bodgies, widgees, dance nights and boys who came courting in big cars.

Judy told us she didn’t need Elvis impersonators back then, because she had the real Elvis!

Judy, whose mantra is ‘life is what you make it’, is using the proceeds from the win to take her grandkids on a South Pacific cruise.



# Shhh... I have a secret

I live safely at home, with my Care@Home



① DOOR SENSOR ② MOTION DETECTOR ③ SMOKE DETECTOR ④ FRIDGE DOOR SENSOR ⑤ CARE@HOME CONTROL PANEL

Care@Home is the ultimate discreet personal alarm.  
Care@Home learns your routine so it can watch out for you  
If your routine changes dramatically, we'll call you to make sure  
everything is fine. If we can't reach you, we'll send help.

**Call your Care Manager today to find out how to add  
Care@Home into your Care Package.**

It is ideal for people at risk of falling or with memory loss.

For more information phone  
**1300 851 771**

 **feros care**  
lifelink telehealthcare



## Keep living at home on your own terms with the help of Feros Home Care packages.

We all want to be able to live independently in our own homes for as long as possible. Feros Home Care packages can help you do just that! Our wide range of services can be tailored to your needs, including:

- Personal care, cleaning & domestic services
- Wellness and social programs
- Nursing and allied health services
- Telehealth and assistive technologies

To find out more about our bold approach to ageing, including service availability in your area, call 1300 763 583

[www.feroscare.com.au](http://www.feroscare.com.au)

 **feros care**  
at home services