

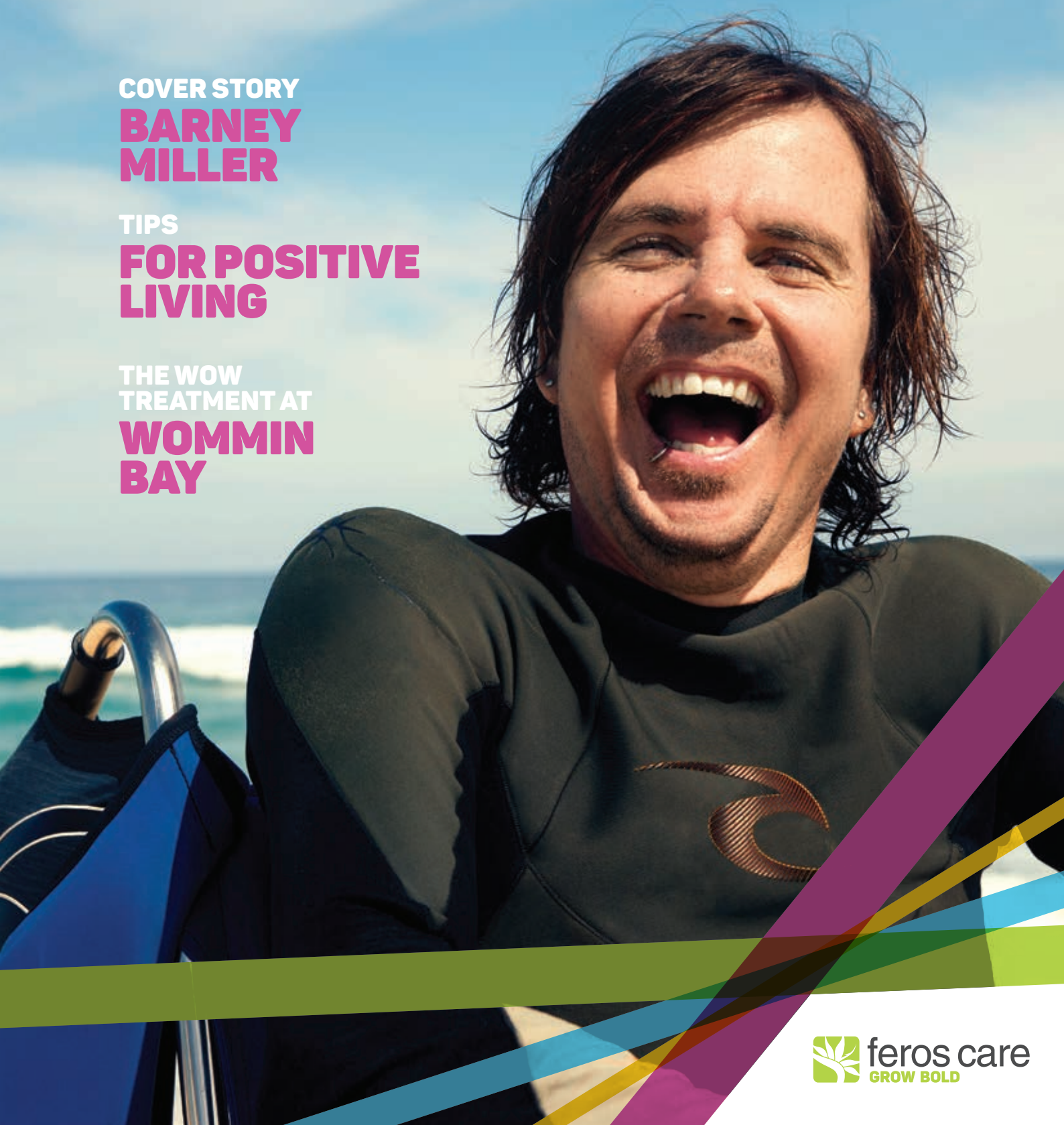
feros

SUMMER 2019

COVER STORY
**BARNEY
MILLER**

TIPS
**FOR POSITIVE
LIVING**

THE WOW
TREATMENT AT
**WOMMIN
BAY**



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CEO'S WORD

WELCOME TO THE SUMMER 2019 EDITION OF FEROS MAGAZINE.



Our aim at Feros Care is to support and inspire you to Grow Bold in your own way. Whatever growing bold means to you, there's sure to be something that resonates with you in this edition. Barney Miller, world adaptive surfing champion opens up about his life and how he lets his disability drive him, rather than define him on page eight. If a life of adventure is more your style, don't miss 74-year-old adventurer Mary Bergstrom's story on page 12! And we're delighted to bring you practical tips for traveling with disability from another bold adventurer, Tristram Peters on page 16.

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 marketing@feroscare.com.au and it will be gratefully received.

2018 has been an exciting year for Feros. We've completed a major refurbishment of Feros Village Wommin Bay and the exciting launch of Ask Gran Not

Google — with a live feed from parliament! The Feros Marquee at Byron Writers Festival brought another year of books, brains and brilliant times, and we used technology innovatively to help improve the lives of our customers. In our capacity as Local Area Coordinators in five regions, we've helped more than 15,000 National Disability Insurance Scheme participants to reach their goals, as well as helped grow our community's capacity for inclusion. I'm very proud of the difference Feros Care and our wonderful staff make to people's lives.

Speaking of the team, Feros people are a truly caring bunch of people. I am constantly in awe of the staff lead initiatives to make people's lives better. You can read about some of the highlights of 2018 on page 21.

This year we challenged Australians to make 2018 the year they chose to grow bold — by pursuing their bucket list dreams, no matter their age, ability or background. The winner of our Bold Bucket List competition has been announced — and

it was a very tough decision. Congratulations to Andrew Woodridge of QLD who has won \$10,000 to make his Bold Bucket List dream come true! Read his and other favourite Bold Bucket List entries on page 29.

Finally, I invite you to discover Season One of Fearless Films! This innovative initiative between Feros Care and Screenworks challenges stereotypes around ageing by telling the real and raw stories of senior Australians who are living their best, bold lives. Launched just before this magazine goes to print at a red carpet screening in beautiful Byron Bay, nine amazing seniors tell their inspirational stories on screen. You'll laugh, you'll cry and you'll definitely have trouble picking your favourite! Visit feroscare.com.au/fearlessfilms to view them all.

I hope you enjoy reading this edition of Feros magazine.

Jennene Buckley
CEO

DANCE PROJECT PROMOTES INCLUSIVE SOCIETY

Some wonderful seniors from our Residential Villages have been involved in the SPRUNG Don't DIS my Ability Day Project!

Sprung is an Integrated Dance Theatre, not-for-profit community organisation based in the Northern Rivers that provides dance and theatre workshops for persons with disability. Their focus is on opportunities to promote a more inclusive society.

The Sprung project involves dancers, choreographers, people



Dancers Max McAuley (25), Feros Village Residents Hugh Webster (87) and Jilli Richardson (98) with Tara Couglan (23)

with disability as well as some of our village residents.

Residents were involved in six weekly workshops with Sprung Choreographer, Michael Hennessy.

2nd December was Don't DIS my Ability Day! Our residents and other dancers of all abilities performed their dance on stage at Tintenbar Hall.

SUNRISE, SURPRISES & SUPER SENIORS TENNIS!

Feros Hero, Margaret Fisher competed in the World Super Seniors Tennis Championships in September!

Her preparation included training five days per week in the lead up — not bad for an 88 year old! Margaret played tennis at Wimeldon in the 1950's before retiring to raise her family. Ranked number one in Australia in the 85-plus division, Margaret collected silver in the singles and gold in the doubles at the 2016 championship.

Our mission is to support bold lives wherever we can, and when we saw an opportunity to boost Margaret's fundraising efforts, to get her to the tournament, we jumped at it. We also jumped at the opportunity to surprise Margaret during training. Margaret absolutely loved it when the Feros crew crashed her training with a \$4,000 donation and a whole troop of news crews! Margaret even made Channel 7 and Channel 9 news, and appeared on Sunrise!

Congratulations Margaret on living your best, bold life!



FOOTLOOSE AND FANCY!

This year, we've had the pleasure of attending the Australian Women's Weekly High Tea events in Brisbane, Melbourne, Canberra and the final event in Sydney.

It was a blast — seeing people dressed up in style, enjoying a day out with friends and family and having lots of fun. We talked to lots of people about their bold dreams, and had the opportunity to talk about what we do at Feros Care and how we can support them or their loved ones to live their best bold life!



FEROS CARE LOCAL AREA COORDINATION GOES GLOBAL

In October, Feros Care Local Area Coordinators (LAC) gained a global perspective of the role and value of local area co-ordination from UK expert, Ralph Broad.

Ralph is a Director of the recently formed Inclusive Neighbourhoods, and renowned for his lead on the development of Local Area Coordination across the UK. This is underpinned by the belief that every person has the right to pursue their vision for a good life

and that communities are stronger, more welcoming and more self-sufficient where all people have the opportunity to share strengths and expertise and contribute to local community life.

Visiting Victoria and South Australia to talk with participants, providers and partners of the National Disability Insurance Scheme (NDIS), Ralph also spent a day sharing global innovations with Feros Care LAC staff in the region.



David Thomson, General Manager LAC jumped at the opportunity when it came up. "The concept and understanding of Local Area Coordination is so young in Australia. This was an outstanding opportunity for our LACs to see the bigger picture of what we can achieve under the NDIS reform."



BOLD ADVENTURERS MAKE IT TO BASE CAMP

Intrepid HR team member Jacob Klaus, together with his partner set off on an epic six-week adventure in November. The first leg involved ten tough days walking uphill to make it to Everest Base Camp!

Jacob said 'There were times when it was hard ... but when we were walking past people who were either much older, or less abled than ourselves, it gave us the inspiration to keep charging on.'

Congratulations Jacob on your bold adventure. Next stop — the top?!



WHEELCHAIR SPORT DELIVERS FRESH PERSPECTIVE FOR STAFF

WHAT STARTED AS A TEAM-BUILDING EXERCISE WITH A DIFFERENCE HAS ENDED WITH ALMOST TWO DOZEN ABLE-BODIED FEROS CARE STAFF JOINING A SOUTH AUSTRALIAN WHEELCHAIR BASKETBALL LEAGUE.

What started as a team-building exercise with a difference has ended with almost two dozen able-bodied Feros Care staff joining a South Australian wheelchair basketball league.

Teaming up with Wheelienet Disability Awareness Program,

more than 60 staff from the Salisbury and Gawler offices, most of them Local Area Coordinators (LAC), participated in the event, which not only boosted team morale but provided an insight into the world of some of the people they are helping live healthy, fulfilling and connected lives.

Feros Care Operations Manager LAC, Jo Hayes, said the response from staff had been incredible, with about 20 staff joining forces to enter three teams in an annual Wheelienet competition.

“That’s something they have chosen to do off their own bat and they even have a cheer-squad for

those colleagues who aren't quite as comfortable playing," she said.

"With the work we do at Feros, it's very important for us to understand the perspective of the people we work with and appreciate how their disability may impact them.

"While being in a wheelchair is just one potential aspect of having a disability, this exercise gave our staff a chance to 'wheel in someone else's wheels'."

Ms Hayes, who participated in the session, said she was among many Feros Care team members to have been moved by the experience.

"It definitely highlighted what being in a wheelchair might be like and stimulated many important conversations among the team," she said.

"It was really interesting to hear the feedback from everyone, from how it felt to be seated at all times to the incredible sporting skills of the instructors leading the session.

"It also broke down barriers across our team. We have a huge mix of staff — from gender, age and ethnicity to those who have a lived experience of disability or caring — and it really unified us."

Ms Hayes said it has also been a bonus to connect with another valuable community group.

"Wheelienet is an amazing organisation and I'm sure our staff will be telling their NDIS participants about the incredible work they do," she said.

"At Feros Care we are all about inspiring people to live boldly and wheelchair basketball certainly fits the bill."



The Wheelienet program aims to deliver its message across South Australia by educating students, corporate groups and the general community about the skills and abilities of athletes in wheelchairs, while also highlighting care awareness factors.

For the Feros Care team-building session, staff formed eight teams for a round-robin competition that then culminated in semi-finals and a final.

Feros Care Local Area Coordinators work with people with disabilities and their families and carers to help them better understand the NDIS, assist with access to its services and funding,

and support them in creating an NDIS Plan.

Follow-up meetings are then held at regular intervals to discuss and evaluate the Plan.

"The more information participants can have about the NDIS the better and that's where our staff can make a huge difference," Ms Hayes said.



For more on Feros Care and its role with the NDIS, visit feroscare.com.au/ndis

BARNEY MILLER

SOMETIMES IT'S THE CONFINES OTHERS PLACE UPON US THAT ARE THE ONLY BARRIERS TO OUR SUCCESS.



At 19-years-old, Barney Miller was told he'd never breathe on his own again. He was told he'd never use his arm again; never stand; never swim; never surf.

He has done it all.

Barney is now spreading a message: "Things are going to happen to you. You're going to have challenges — physical, mental, whatever — but you have the power inside you to overcome anything."

Barney has spent 20 years living as a C6 quadriplegic after the car he was a passenger in lost control and hit a tree, stripping him of the physical capacity to live life the way he knew it.

But it's Barney's mental capacity that gave him a new life — a life that has more challenges, but also more rewards.

"Getting to where I am now hasn't been easy. I faced some dark times. I lost my way a bit. But it's never too late to change," says Barney.

"Despite what others say, don't let someone else's opinion, whether it's personal or professional, lead your life."

Barney's recovery was nearly derailed by opinions when doctor after doctor gave him the same prognosis.

"Doctors, nurses, physios — they all told me there was no way to regain movement below my chest down to the lower limbs, the triceps, abs and hands," says Barney.



“It gets you down. What I needed was a slim chance, a small bit of hope,” says Barney.

“I needed to find somebody who could look beyond the medical diagnosis and see me for all I could be.”

That ‘somebody’ came in the form of a beautiful musician named Kate (Kate also goes by Kada). Together they discovered therapies and new ways of life that connected the mind with the body and opened up a world of possibilities.

And so, 10 years after his accident, despite doctors telling him that any movement he didn’t have back two-years post injury would be lost forever, Barney started his recovery again — but this time his motivation was greater than ever.

“When I was a kid, my dream was to win a world surfing title. After my accident, I thought that dream was no longer possible,” he said.

“But luckily for me, I have amazing friends who got me back in the ocean. I eventually won the Australian Adaptive Surf Championships and then I turned my attention to the world title.

“Plus, I wanted to ask Kate to marry me on bended knee and dance at our wedding — so I had a lot of motivation to get my body moving. Nothing was going to get in my way.”

In 2015, Barney stood to give his vows and danced with his beautiful wife at their wedding. In 2017 he became the World Adaptive Surf Champion.

“**SO MUCH HARD WORK WENT INTO IT. I JUST PUT MYSELF OUT THERE. PUTTING YOURSELF OUT THERE, DESPITE THE FEAR, IS WORTH IT.**”

“Winning that championship is even sweeter than if my life had panned out the way I’d originally planned,” says Barney.

“So much hard work went into it. I just put myself out there. Putting yourself out there, despite the fear, is worth it.”

Continued over the page ►

“‘They will never recover’ are words that I heard over and over again. These are words that stick with people forever and can kill all hope and any chance of recovery.

“Luckily for me, I’d already bucked the statistics by teaching myself to breathe without a ventilator. I knew I just needed to cling to that and remain focussed.”

But after a while, all those words and dashed hopes start to seep into the subconscious.

Barney Miller is a 2 time National Adaptive Surfing Champion. In 2017 he became the ISA World Adaptive Surf Champion too.

Barney credits his mother for his never-give-up attitude, resilience and mental strength that has seen him push through everything life has thrown at him.

“I worked out early the power of the mind,” says Barney.

“At my 21st birthday I told my family and friends that if your mind can do it, your body can. I believe that now more than ever.

“It’s a message I’m passionate about spreading and Kate and I have been talking to kids in schools to hopefully give them some tips and inspiration.”

So how does Barney use his mind to overcome adversity?

“Find something to focus on and set goals — no matter how small,” he says.

“**BE GRATEFUL SO THAT EVEN IN THE DARKEST TIMES YOU CAN STILL FIND THE GOOD THINGS NO MATTER HOW BAD THE SITUATION IS.**”

“Learn to celebrate the wins. Any little things - whether it’s in your therapy, your day-to-day life, in your mind or attitude in general - every little achievement is something that fuels the fire to overcome what you’ve been dealt.

“Put in the hard work, surround yourself with good people, take control of your mind and stay motivated. If you do these things — you can change the course of your life.”

Barney earned the title of Feros Hero for epitomising the ‘grow bold’ ethos of Feros Care and smashing stereotypes about disability.

He has a simple — but powerful — message for others living with challenges.

“Don’t let your disability define you; let it drive you,” he says.

“Celebrate your uniqueness. Turn it into your strength. It will be worth the ride.”

A FULL LIFE TOGETHER

TOGETHER BARNEY AND KATE LEAD A FULL, RICH AND BOLD LIFE.

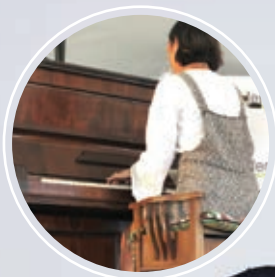


They’ve written a book — *The Essence of You & Me*. Available from Hachette Australia: www.hachette.com.au



They attended the Byron Writer’s Festival in 2018 to discuss their book and their amazing journey together.

They’ve launched Kate’s musical career!



They starred in their own documentary movie — *You & Me — the Barney and Kate Miller story*. Available from iTunes.

And — in a Feros Care first — they were involved in the first International Live Cross for our Virtual Senior Centre. Streaming all the way from the USA, Barney and Kate hosted a Q&A session with our VSC participants.



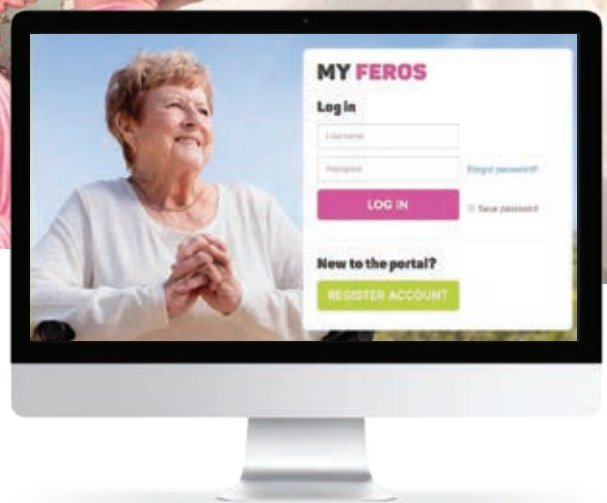


PORTAL POTENTIAL

We're always looking for innovative ways to give clients back control of their care and their time — and this year we launched MyFeros, a big step in that direction. MyFeros is a self service app allowing clients to see their schedule, who's coming from a security standpoint and change, add or move services all from their fingertips.

USING MYFEROS CLIENTS CAN:

- Login to the website from any type of device (phone, iPad, laptop etc) at any time of the day to manage their services and budget
- See all their upcoming (and past) services, request changes, holds and new services
- View their available budget and all their previous statements
- Edit their personal details
- Quickly and easily interact with Feros Central via the Portal messaging system for any type of enquiry/request



“ **IT'S A BETTER WAY TO COMMUNICATE THAN THE PHONE, I HAVE GOT SO MUCH TIME BACK.**

BARBARA, PORTAL USER

“ **I HAVE MORE CONTROL, I DON'T NEED TO RING ANYMORE AND WAIT. WHEN YOU GET OLD IT'S IMPORTANT TO DO THINGS STRAIGHT AWAY BEFORE I FORGET, THE PORTAL HAS ENABLED ME TO DO THIS.**

ELIZABETH, PORTAL USER



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click the Client Login button at the top**

MARY CONTINUES TO CHOOSE HER OWN ADVENTURE



Some seniors can't believe the shenanigans their grandchildren get up to. In Mary Bergstrom's world, it's the other way around.

"When I tell my grandchildren about my next adventure, they tend to roll their eyes and say 'What's she doing now,'" the 74-year-old laughs of an approach to life that has seen her fly planes, skipper her own 30ft sailboat and embrace 4WDing as a grandmother of five.

"Do you remember planking? That craze where people were taking photos of themselves lying facedown in unusual locations? Well, I'd be out in the bush at

some remote location and send them a photo of me planking and they'd just shake their heads.

"I'm always looking for new adventures and I'll often tackle them on my own. Last year I spent two months driving my 4WD around the Northern Territory, occasionally meeting up with friends or bumping into travellers I had previously met.

"My daughter has a tendency to treat me like a teenager. When her girls were younger, I had to ring her every night to tell her where I was and that I was OK. Nowadays I just do a lot of Facebook posts so she knows where I am."

Mary's thirst for life aligns with the 'grow bold' ethos of Feros Care, smashing stereotypes about ageing and gender, inspiring others to think differently and explore new challenges and experiences.

Her have-a-go attitude can be traced back to what she describes as a "fantastic childhood" in the Sydney of yesteryear and, in particular, one very special man.

"My father's teachings have definitely flowed through my life," Mary explains.

"He would build boats in our back yard and then take us sailing on Sydney Harbour. He always



encouraged us to learn how to build and fix things and that has stood me in good stead.

“I live on my own in Canberra now and since buying this house in 2001, I’ve always worked on it by myself. I very rarely need to get anyone in to help me. Sometimes I’ll need an electrician or plumber but I do so much of it on my own.”

In terms of a partner, Mary has been “on her own” for the past two decades.

Having separated from her first husband in the early 1980s, she found love five years later with a Swede who shared her passion for sailing. They married, set up home in the United States and spent 10 glorious years both on the water and in the air.

“It was a very special time of my life,” Mary says of her adventures with Lars Bergstrom. “We met wonderful people and I’d come back to Australia a lot to see my (adult) children.

“As well as being a guru when it came to sailing, Lars was a pilot so I decided I should get my licence as well. I actually got a Cessna for my 50th birthday, which was pretty neat. We flew a lot together.” Then came the worst day of Mary’s life.

“Lars died in a plane crash,” she says. “He was flying a little single-engine, single-seater plane and we’re not sure what happened.

“I still miss him terribly. I’d have him back today if I could but my life would be so different. If I hadn’t moved back to Australia, I would have missed seeing my grandchildren grow up.

“I had 10 fantastic years with Lars and if that’s all it was meant to be, how lucky was I to have had that time with him.”

That sense of positivity flows through many of Mary’s words. Take her response when asked about travelling on her own.

“I know some women feel they need a husband to do things like this but you don’t,” she says.

“They should know that if they try to do something out of the ordinary, they’ll find they’re perfectly capable of doing so. There are actually quite a few of us out there travelling on our own.

“I do go through days when I notice I’m lonely and that’s why I think it’s important to keep socialising. A life on your own doesn’t have to be a lonely life.”

As for any parting words of advice for seniors, Mary chooses her words carefully.

“I don’t really like to tell people how they should live their lives because we all have different priorities,” she says.

“I know I’m lucky to be healthy, which makes a difference. My family is also extremely important to me. The big reward for being a mother is that one day you may be blessed with grandchildren.

“The main thing I’m determined to do is continue to live in the here and now — and I suppose that’s something we all can do.”

DAVID'S STORY

OUR COMMUNITY SUPPORT WORKERS PROVIDE SO MUCH MORE THAN A CLEAN HOME, A COOKED MEAL AND PERSONAL CARE FOR OUR CLIENTS. OFTEN, THEY BECOME AN INTRINSIC PART OF A CLIENT'S DAILY LIFE AND AN INTEGRAL PART OF THEIR SUPPORT NETWORK.



For Lisa MacQueen, a Feros Care Community Support Worker based in Tasmania, the relationship she forms with her clients is just as rewarding. “I just love helping people” she says, simply. Lisa has extensive experience helping people, having worked for 25 years helping both seniors and people with a disability in the community.

Together with her professional experience, Lisa brings her care and compassion with her to work every day. She sees her role as an opportunity to find out what she can do to make her client's life better. The results of this attitude can be seen in the difference she — together with other Feros Care staff, the client's doctor and other supports — has made to her client David's life.

Lisa and David came into each other's lives in mid-2017. David had been having a hard time and was in hospital, very unwell and without a strong support network. David was told he'd have to live in a care facility. He didn't want to, but believed that was his only choice. Thankfully a nurse explained to David that he did have rights and there were other options.

David chose to go back to his retirement village, and that's where we came in!

According to Lisa “He didn't like me much to begin with, because I was too positive.” David has had a lot of setbacks in his life, together with ill health, and was not in a place where he felt there were any positives in his life. Lisa knew she needed to work on gaining his trust. She did this by remaining positive, professional, consistent — making sure, above all, that David felt safe and cared for. Lisa appreciates the support she received from both her Manager and David's Wellbeing Manager to allow her to properly build and grow that relationship.

Because Lisa is such a constant in David's life, she sees the whole picture of his life. Early on in their relationship she recognised a situation where David needed professional advice and action. She connected him to the right advocacy group where he could receive that. She takes the responsibility of all her clients' wellbeing very seriously — always making sure to seek the correct supports for them where she doesn't have a mandate.

Lisa also works as a team with David and his health professionals — making sure they're all working toward the same goal — David's health and happiness. Many health professionals have suggested that if not for Feros Care and Lisa, David would not be here today.

“ THESE DAYS DAVID'S HEALTH AND OUTLOOK ON LIFE HAS IMPROVED DRAMATICALLY. AND HIS OPINION OF LISA? “SHE IS AN ANGEL.”

A keen gardener in his younger years, David is now able to go back into his garden where he can potter happily. He's also back doing a little woodwork. For Lisa, the most rewarding thing is seeing David's “fun, cheeky and charming” personality re-emerge. Their time together is fun and she rests well knowing she's made a real difference in his life.

David celebrated his 80th birthday in April, and he marked the occasion with Lisa, a cake, and a cheeky photo. He's holding a sign that reads ‘David is out of control!’ We couldn't be happier to have played a part in helping David get back to being bold and out of control!

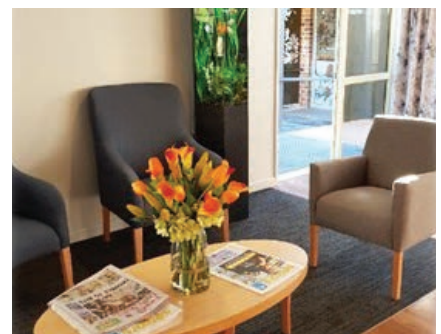


WOMMIN BAY GETS THE WOW! TREATMENT

WOMMIN BAY HAS BEEN REVITALISED WITH A MAJOR REFURBISHMENT. BEGINNING IN APRIL 2017, THIS MAJOR IMPROVEMENT WAS COMPLETED IN AUGUST 2018.

The refurbishments include lounge, kitchen and bedroom areas — with new furniture, fittings, paint, floor coverings and appliances. Designed with residents in mind, the village is fresh, light and airy.

Refurbishments to the common areas include the installation of automatic entry doors, landscaping, BBQ and outdoor areas. The new ‘Community Hub’ is particularly exciting — an innovative café set up encouraging visitors to nearby Kingscliff beach to drop-in to the village!





PACK YOUR BAGS

PRACTICAL TIPS FOR TRAVELING WITH DISABILITY.

by Tristram Peters

A few months shy of my eighteenth birthday, I had my last-ever appointment at the children's hospital. It was an auspicious occasion, taking that leap into adulthood, but also a sad one. After all, I was farewelling a bevy of influential, life-saving doctors.

One such doctor was the 'laughing doc', so christened because of her booming laugh. However, in contrast to her joyful moniker, she often delivered harsh, uncomfortable truths, and the truth that she dealt that day was that I might never get to travel overseas.

I'd travelled interstate numerous times, but the pressures of a long-haul flight, and what it would do to my body, didn't bode well. I have Spinal Muscular Atrophy, a condition that makes me reliant on a powerchair, and fatigue a danger to my health. Travel would prove tricky.

For years, I resigned myself to the fact it might not happen, all the while watching mates traverse the globe. But two years ago, I was selected to represent Australia in powerchair football in the States. Suffice to say, I had to make it happen—and I did.

Cut forward to the present and I've since travelled to New York, Paris, Amsterdam, Auckland, and, one month ago, Hamburg and a little seaside town in Denmark (best place in the world). I never thought this would be possible, based on my doctor's cautious words when I was 17.

The truth is, travel is becoming more and more feasible. The laughing doc was right to be cautious, but you never know what's possible unless you push the boundaries. Here's what I've learned...

TRAVEL PREP

Although I do love a bit of spontaneity (case in point: booking a Europe trip only two weeks prior to going), planning goes a long way to ensuring a trip goes smoothly.

1. Seek advice from your peers

I'm regularly on Facebook groups like 'Accessible Travel Club', where people swap stories and solutions. With these networks, you can find accessible hotels, attractions or medical hire, endorsed by other people with disabilities. This is potentially the most reassuring thing, knowing that a peer has been there, done that. Did you know there's accessible canal tours in Amsterdam?!

2. Buy insurance

Before you jump on the plane, you'll first have to do a few things at home, including travel insurance (the joys)! Importantly, please note that many places won't insure your disability, but don't be disheartened. Shop around and persist, as it takes next to no time to seek quotes online.

3. Get the doc's okay

Depending on your disability, it's also helpful to get your doctor to sign off on your travel. For instance, my doctor writes a short letter

stating my condition and suitability to fly. My sleep and thoracic physician is heavily involved — they can also do a series of tests to ease concerns and make recommendations around flying.

4. Let the airline know

Be sure to notify the airline of your needs when you book. Most have a direct number to ring. They'll want to know if you need assistance with transfers and, if you're a powerchair user, your wheelchair's dimensions and battery type. If in doubt, ring your wheelchair manufacturer or look it up online. While you're at it, check how to disconnect your chair prior to flying, as many airlines require this.

5. Get to the airport early

It sounds like the most obvious thing, but get to the airport when check-in opens for your flight, as it makes life so much easier. Sometimes, despite your best efforts, things will go awry. By being early, flight staff will be able to accommodate any changes much more easily.



WHERE TO NEXT?

The more I travel, the more I realise how many people with disability have made that trek before me. In turn, all that accumulated knowledge is showing that travel is a very possible thing, in a multitude of different ways.

If you want proof of that, look no further than We Carry Kevan, which chronicles the story of the eponymous Kevan as his mates carry him in a backpack around the world. That's right, backpacking in a backpack. Brilliant!

For me, I'm craving a month in Argentina or Ireland. Two very different places, but I know that, whichever I choose, both will be possible. Where's your next adventure?



ABOUT TRISTRAM

Tristram Peters is a writer, editor, and disability advocate with a keen passion for sports. He recently represented Australia at the Powerchair Football World Cup and sits on the sport's executive board for the Asia Pacific Oceania zone. He also lives for music (because one interest isn't enough, right?).

Tristram contributes to Clickability, an Australian disability service directory and Information, Linkages and Capacity Building Grant Recipient that features reviews from people who actually use the services. You can navigate the site to find your perfect disability provider or even join their growing community of reviewers. Visit the website clickability.com.au



THANK YOU CARERS

There are almost 2.7 million Australians who care for someone — someone with a disability, a medical condition, mental illness, or someone who is frail due to age.

At Feros Care we're regularly in contact with carers. They call our Aged Care Hotline seeking support at home for their parents. They work with our Local Area Coordinators to create a NDIS plan for their loved one with disability. We know how important they are in the lives of our residents, clients and participants, and we appreciate their support in helping reach the best outcomes for the people they love and care for.

Being an unpaid carer comes with its own set of challenges. Often unpaid carers work full time, have children to care for, or may struggle with their own health and wellbeing.

Recently, the Australian Government created the Carer Gateway — an online resource full of information and referrals to support carers. It includes links to local support agencies, information on potential payments available, as well as resources to help carers take care of themselves too!



Visit the Carer Gateway
carergateway.gov.au



Kurt Peterson Photography

BYRON WRITERS FESTIVAL 2018

THE 2018 BYRON WRITERS FESTIVAL, HELD IN THE FIRST WEEK OF AUGUST WAS ARGUABLY THE BEST TO DATE. YES, WE SAY THAT EVERY YEAR!

One of the highlights of the weekend was definitely the Bespoke Event held in the Feros Care marquee. It featured Anne Ally and Barney and Kate (Kada) Miller. We had 250 attendees and were also lucky enough to be able to capture the event through our Virtual Senior Centre, so that our participants were able to view the event live from the comfort of their homes.

We were even lucky enough to host an impromptu jam session with Bernard Fanning and Tim Rogers outside the Feros Care book signing tent at the end of the festival — what a treat!

All of our speakers were entertaining and engaging with a bold story to tell. Just as engaging were the stories we heard from local festival goers. We had family members of past residents and clients come say hi to us and thank the Feros Care team for the kindness and care given to a loved one. Such an honour to be part of the Feros family!





AGNG GOES TO PARLIAMENT!

Our CEO Jennene Buckley, alongside Federal Minister for Senior Australians and Aged Care Ken Wyatt and Assistant Minister for Children and Families Michelle Landry, officially launched Ask Gran Not Google at Canberra's Parliament House on the 24th of October.

Since our pilot in 2017, we've received funding via a Federal Government Strong and Resilient Communities Grant which will see the program rolled out across several states over three years.

The opportunity to launch at Parliament House was so exciting because it gave us such a great opportunity to tell more Australians about this simple concept that can help build and foster intergenerational connections.

We also had the chance to show off our Virtual Senior Centre technology, with a live cross to students at Beenleigh State High School from parliament. Six students connected via the Virtual Senior Centre with politicians and seniors in Canberra. Two of our favourite questions posed by the students were:

'What do I study to become a politician like you?'

'How do you know when it's love?'

To date, 275 schools and 44,128 students have participated in Ask Gran Not Google.



For more information, or to get involved visit feroscare.com.au/askgran

AT FEROS CARE OUR PEOPLE CARE

EVERY MONTH OUR STAFF ARE SUPPORT THEIR COMMUNITIES – WITH THEIR TIME AND EFFORT, COORDINATING DONATIONS OR DIRECTLY FUNDRAISING FOR CAUSES CLOSE TO THEIR HEARTS.

A common theme has been staff members sacrificing their head and facial hair for causes, including Beyond Blue and the World's Greatest Shave.



The team also got behind CEO Jennene Buckley – collectively raising \$5,000 for the CEO Sleepout.



This year we've supported the efforts of Agape Outreach, an organisation based in the Tweed/Gold Coast region by cooking and serving food to the homeless and needy people monthly. This is a staff-lead initiative, with people from across Feros happily contributing each month.



And volunteering their time with Fun Runs and community groups like the Disabled Surfers Association.



86-YEAR-OLD PROVES IT'S NEVER TOO LATE FOR A GOOD IDEA

IT'S NEVER TOO LATE TO BECOME AN INVENTOR — JUST ASK HANS VANDERTOOW.



The 86-year-old has spent the past two decades turning a “radical but simple” idea into a prototype technology he believes has the potential to revolutionise the building industry.

And while tight-lipped on the exact nature of the product — “it requires the utmost secrecy to ensure the opposition doesn’t get wind of it” — he’s more than happy to talk

about why he’s never given up on his vision.

“When a lot of people retire they become complacent but if you slow down, you get older quicker and that’s not for me,” said Hans.

“I spent many years in charge of maintenance and major refurbishing work for a major property group and kept seeing the same defects in a particular

area. Since retiring, I’ve developed various prototypes and now found a solution that will benefit public buildings such as hospitals, places of learning and nursing and retirement homes.

“This is something I’ve been working on for 20 years and as well as keeping my mind active, I believe it will create a huge retrofit industry and dominate the market both in Australia and abroad.



“Not that it’s about money. Money won’t make a huge difference at my age. I’ve just got a passion and if you want to lead a long life, passions are very handy things to have.”

Passions have always played a large role in Hans’s life.

As a child growing up in Belgium and Holland, there was the passion for his family and the great outdoors, both of which were put at risk during World War II.

As a 19-year-old migrant to Australia, it was his passion for adventure, travel and music — most famously exhibited when he was part of a band that performed gigs across the country and on television variety shows such as Six O’Clock Rock and Bandstand.

Then, on the return boat leg from a visit to Holland in the early 1960s, he met the woman who would become his greatest passion.

“I noticed this pretty girl on board and we danced and romanced,” Hans recalled.

“I persuaded her not to go to Adelaide as she had planned but instead come to Sydney with me, which she did.

“Half a year later I married this ‘Pommy girl’ called Sylvia Holland. I told my parents that I was marrying a ‘Miss Holland.’”

More than half a century later the couple remains happily married, having raised two children in the Hornsby Heights home they built in the 1970s and continue to live in today.

“Still living here is important because it keeps us busy,”

said Hans, who also has three grandchildren.

“I’m not one for exercising just for the sake of it but it’s a larger block than normal so it gives us lots of work. I prefer to stay healthy that way and while the time to move will come, I’m very pleased with how things are going at this stage.”

Befitting a couple who continue to attack life, Hans and Sylvia have created careers for themselves in retirement as actors in television commercials and magazine advertisements for high-profile clients such as KFC and Hyundai.

The late-blooming inventor is also pursuing another project based on wind-ocean-wave power that he says could provide enough electricity to power a decent-sized city on a micro grid.

“ I MAY BE 86 BUT I AM DETERMINED TO CONTINUE TO LEAD A BUSY LIFE. ”

“The truth is I never really think about getting older. The thing about ageing is that as long as you’re healthy and keep your mind active, it’s only a number.”

THE MAGNIFICENT SEVEN

EXPERT TIPS FOR LIVING A POSITIVE LIFE



Who better to talk about how to live positively than a Positive Living Coordinator?

That's the job of Jennie Hewitt, who manages the Lifestyle Team at Feros Care's three residential villages and oversees a lengthy list of programs and activities aimed at helping residents stay socially connected, challenge them physically and stimulate their minds.

"We like to think moving into one of our villages is like starting a new chapter in your life as opposed to going somewhere just to be nursed," said Jennie,

who this year received a Lifetime of Achievement award from Aged & Community Services Australia.

"We want to make them feel they still have purpose and goals and the confidence to try new things and we do that by matching them with activities that suit their interests and abilities."

To spread her wisdom even further, we asked Jennie to share seven tips for seniors — and indeed anyone — wanting to live a positive life.



Jennie Hewitt,
Positive Living Coordinator Feros Care



1

STEP OUTSIDE

Vitamin D is one of the forgotten factors when it comes to preventing falls. It plays such an important role in reducing the risk of osteoporosis and the best way to get it is via sunlight. In our country we've become a bit frightened of the sun, but you need to balance that with the need to get fresh air and feel the breeze on your face and sunlight on your skin. If you can be outdoors for 10 to 15 minutes before 11am or after 3pm, you'll notice a number of physical and psychological benefits.

NOURISH YOURSELF

People need to make sure they're getting the right mix of foods every day. It can be hard if you're cooking for one so when you do the groceries or they are done for you, buy some nuts and easy-to-grab fruits that don't require preparation. Cheeses and dairy are also good if your diet allows them. The key is to minimise treats and maximise the likes of protein, fruit and vegetables.



2

STAY SOCIAL

It has been shown social isolation for seniors is akin to smoking in terms of its detrimental health impacts. Taking time each day to converse with others can significantly improve your wellbeing. Try writing a list of people you like and making a disciplined effort to phone one of them each day, even if it's only for a short conversation. Write a letter to a loved one or, if you have the skills, email or use social media. Face-to-face contact is also important so you should aim to spend time with other people a couple of times a week, even if they need to come to you.



GET YOUR BODY MOVING

I'm a big believer that exercise is medicine. If you make everything easier for yourself, your body will downgrade. We can't prescribe a one-size-fits-all exercise program but we are committed to facilitating our residents' movement. Rather than take a trolley with magazines and newspapers to their rooms, we set up bus trips to the shops and support them to join us. Our group activities are a bit of a walk away from their rooms. We host daily exercise programs but they don't have to be punishing. The key is to find something you like to do. We often find a lot of our residents end up walking better after spending some time with us than when they first arrived and that's because we challenge them.

THINK ABOUT IT

Keep your mind active. If you can use technology, there is so much scope to google places or subjects you're interested in. If you're going to watch TV, make sure you spend some time watching programs that challenge you to use your mind, such as game shows or quizzes. If your vision allows it, reading, crosswords and sudokus are wonderful, while creative activities like knitting, painting, singing or playing an instrument all keep the neurons firing. The more you stimulate your brain, the better off you'll be.



DRINK UP

Hydration can get tricky as you get older because a lot of people worry about having to rush to the toilet. The key is to take small sips of water throughout the day rather than downing huge amounts at once. I recommend keeping a jug of water in the fridge and then just sip on it all day. If plain water doesn't appeal to you, simply add some lemon or lime juice, mint or cucumber. Water is not only good for your eyes and skin, it helps with falls prevention because being hydrated helps your blood level stay stable.

PRACTICE GRATITUDE

This isn't a cure for a clinical depression or anxiety but being thankful for simple things has been shown to improve mood. If you start to feel your spirits spiralling in a downward direction, make a conscious decision to think of three things you are grateful for. You might feel down that your joints ache or you can no longer go out to read the paper, but you may be grateful that you have a beautiful son or daughter, that your grandchildren visited you or even that you watched something great on TV. Practising gratitude is something we should all be doing.





BUILDING COMMUNITY CAPACITY FOR INCLUSION

ACCORDING TO THE ABS SURVEY OF DISABILITY, AGEING AND CARERS 2015, 35.9% OF AUSTRALIA'S 8.9 MILLION HOUSEHOLDS INCLUDE A PERSON WITH DISABILITY.

Disability discrimination accounts for the highest volume of complaints across the board to the Australian Human Rights Commission. Over one third (35.1%) of women and over one quarter (28.1%) of men aged 15 years and over have avoided situations because of their disability.

As Local Area Coordinators (LACs) delivering the NDIS in the community, part of what we do is

to build capacity of individuals, and the community for inclusion.

We've created community capacity building projects in our LAC regions aimed at specific members of our community.

SALT CARE PARTNERSHIP, GAWLER

Our LACs have recently started volunteering at Salt Care, where we aim to build the capacity of

individuals seeking support as part of the Gawler Community Care Hub (GCC Hub). Salt Care provides an op shop, food assistance programme, low cost counselling services and referrals to clients of the Hub.

Feros Care also aims to build the capacity of the current volunteer base through modelling person centred approaches and broadening support of clients by

listening to the stories of people attending the GCC Hub.

The Hub is a safe place for people where they can find support around the NDIS, access to the NDIS and where LAC and Salt Care staff partner to share our local knowledge on community and mainstream services available, with participants and non-participants.

STEP 2 EDUCATION, ACT

A wide ranging report released by the Grattan Institute in 2018 indicates students with a disability are at a 5% higher risk of not completing their studies, than those students without a disability. Although there are a number of other factors that can be attributed to this rate, anecdotally the report found that social isolation was much more significant amongst

students with disability, and contributed to them dropping out of studies during their first year.

The team at Feros Care have created Step 2 Education, which aims to address this issue, and help more students with a disability to complete their tertiary studies.

Modelled on similar disability peer mentoring programs in place — including Monash University, the programme will facilitate the option for first year university students with a disability to be matched with a volunteer student mentor at the same university. The mentor will provide assistance with university life in general, including accessing services, linking with other available supports at the university, navigating social events and managing workload.

MINDFUL ACTION COMMUNITY PROJECT, TOWNSVILLE

Our LAC team in Townsville noticed similar themes arising when discussing challenges and gaps. The main frustration they heard was the difficulty in knowing how to best support people with psychosocial disability to access the NDIS, LAC services, and broader systems of support. They identified an opportunity for a capacity building project to fully explore how they could best assist people with psychosocial disability to access the supports they need.

“ **WHEN EVERYONE IS INCLUDED, EVERYONE WINS.**

JESSE JACKSON

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Our personal alarms are lightweight and discreet, and can be activated from anywhere in your home or outdoors up to 500m*. They are connected to our 24/7 emergency contact centre, so you can call for help if you have a fall or an accident any time of the day or night.

Call today on  **1300 851 711**

** based on our Care@Home model.*



 **feros care**
GROW BOLD

BOARD UPDATE

Thanks to our wonderful board members for all their hard work and dedication in 2018. Jill McCann recently resigned from her position on the board. A big thank you from everyone at Feros Care for your contribution over the years. You will be missed.



L — R Colin McJannet, Stuart Garrett, Dawn Stanfield, Allen Lind, Jason Bingham, Jennene Buckley. Absent, Erica Kneipp.

ACCREDITATION SENSATION!

Feros Village Byron Bay and Feros Village Bangalow recently received accreditation from the Australian Aged Care Quality Agency, after unannounced audits! We're proud of the care we provide and the vibrancy of our villages and residents!

STAY SAFE THIS SUMMER

Be prepared for unpredictable weather this summer.

CREATE A HOME EMERGENCY KIT

- Local emergency contacts
- Portable radio with batteries
- Torch with batteries
- First Aid kit
- Important documents and cash in waterproof bags
- Essential medication
- Drinking water and non-perishable food

KNOW WHO TO CALL

- Life threatening situations **000**
- SES for flood or storm emergency **132 500**

SOCIAL NEWS

JENNIE'S LIFETIME ACHIEVEMENT



A huge congratulations is in order for our own Jennie Hewitt, Positive Living Phenom! In August she was honoured with a Lifetime Achievement Award at the 2018 ACSA NSW & ACT Aged Care Awards.

Jennie has worked with seniors as a physiotherapist since 1989 and in the aged care sector specifically since 2008. She completed her PhD through the University of Sydney in July, after conducting a first-of-its-kind clinical trial to test the effect of an evidence-based strength and balance program on falls and quality of life in residential aged care, including a critical cost-benefit analysis.

The 'Sunbeam Trial', which has since been internationally published, included 16 aged care facilities and 221 residents with an average age of 87 years, up to 101 years. The ground-breaking results showed a 55 per cent reduction in falls for participants — the most positive outcome of any similar trial to date.

During Jennie's time at Feros Care, she has developed and implemented a range of highly innovative and evidence-based wellbeing programs that have improved residents' quality of life; while also supervising physiotherapy students from the University of Sydney on clinical placements in Tweed Valley.

Congratulations Jennie!

INCLUSIVE LANGUAGE — WHY WORDS MATTER

We're very lucky to have such diverse clients and team members at Feros Care. As an organisation — and as a community, we're always aware of the language we use. Words matter when it comes to promoting inclusion and understanding in our communities. Using inclusive language helps all people feel valued and respected — and will help smash stereotypes in our community!

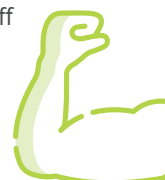
Here are some tips for using inclusive language.

- When speaking with a person with a disability, always focus on their individuality and humanity, rather than their disability. And only refer to their disability if necessary for context. For example, if talking about a person with schizophrenia, you would refer to them as a 'person with schizophrenia' (or mental illness) rather than a 'schizophrenic'.
- Avoid the term 'suffers' when referring to people with disability — lots of people view their disability as a strength!
- Don't make assumptions about seniors! They're not 'old ducks' or 'dodderly'. They're important, vital and respected members of our community.
- Understand that sexual orientation, sex and gender identity are all separate concepts. Be sensitive for instance to people's preferred pronouns which can include 'he', 'she', 'they', or 'zie'. Zie is a gender-neutral pronoun adopted by some people.
- Language is evolving all the time. If you inadvertently use language that isn't inclusive simply apologise. If appropriate, ask the person what language they prefer. You can also research yourself to help understand why that language isn't inclusive and potentially offensive, and what language to use instead.
- Finally — do your homework! There's lots of information on the internet. Check out the Diversity Council of Australia's 'Inclusive Language' section as a great starting point. dca.org.au

UPDATED DICTIONARY

Here's another small selection of the words coming into the English language — hat tip to both the Oxford dictionary and the Urban dictionary for these.

Flex — showing off all your material possessions in a non-humble way. Warning don't google flexing!



Alt-right — An ideological grouping associated with extremely conservative viewpoints, characterised by a rejection of mainstream politics and by the use of online media to disseminate deliberately controversial content.

Hotline Bling — If you're a senior you may have heard your grandkids singing this. It's straight forward, it means phone ring!



Wholesome meme — a meme that rather than insulting the recipient, turns it into something kind and loving — see meme corner below!

BUCKET LIST BONANZA

Congratulations to our Bold Bucket List Winner, Andrew R of Woodridge! Andrew is now \$10,000 closer to completing his bold bucket list dream

“ *I've never been very mobile, getting off the beaten track is hard. I'd love to get an all-terrain wheelchair!* ”



We had some exciting and interesting entries, including:

“ *I want to create Chicken Parmigiana flavoured chips. I feel that the lifeblood of Australian cuisine deserves representation and could take-off nation-wide.* ”

“ *Swim naked in the Italian sea.* ”

“ *I want to quit my mundane job and follow my dreams to study and become an Egyptologist.* ”

“ *Become a mermaid.* ”

It's never too late or too early to Grow Bold!

MEME CORNER



BRAIN GAMES



SUMMER WORD SEARCH

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

BEER
 BREEZE
 COOL
 ENJOY
 FAMILY
 FAN
 LEMONADE
 MANGO
 POOL

RELAX
 SEA
 SHADE
 SUMMER
 SUNSCREEN
 SUNSHINE
 SWIM
 SWIMMERS
 UMBRELLA

SUDOKU CHALLENGE

BEGINNER

2	1	3	4
			2
4	3		
		4	3

INTERMEDIATE

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

ADVANCED

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

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

SOLUTIONS:

2019 BOLD CHECKLIST

HOW WILL YOU BE BOLD IN 2019?

Whatever your version of bold is, we're here to encourage you! We've got you started with a daily bold checklist. Start your day BOLD-ly!



“ THE QUESTION ISN'T WHO'S GOING TO LET ME; IT'S WHO IS GOING TO STOP ME!

ANN RAND

FEARLESS

FILMS BY PEOPLE AGEING **BOLDLY**



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SCREENWORKS