

# feros

 **feros care**  
celebrating ageing

---

summer 2016

---



**FEROS HERO**

**Joy  
Conolly**

**TIPS FOR**  
*thriving*  
**in 2016**

**IMPROVE**  
*your* brain health

**SHARE** *your*  
**pearl of  
wisdom**

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

**Feros Community Gateway  
Contact & Referral Centre**

**Ph: 1300 763 583**

Fax: 1300 850 770

Email: [community@feroscare.com.au](mailto:community@feroscare.com.au)

**Feros Care Business Centre**

Level 3, The Strand

72-80 Marine Parade (Locked Bag 1)

Coolangatta QLD 4225

Ph: 07 5669 0555 Fax: 07 5536 7520

Email: [info@feroscare.com.au](mailto:info@feroscare.com.au)

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

**At Home Services Regional Offices**

Hobart ■ Melbourne ■ Sydney

Port Macquarie ■ Tewantin

Ph: 1300 763 583

**Feros Village Bangalow**

6 Byron Bay Road (PO Box 329)

Bangalow NSW 2479

Ph: 02 6687 2379 Fax: 02 6687 2286

Email: [bangalow@feroscare.com.au](mailto:bangalow@feroscare.com.au)

**Feros Village Byron Bay**

Cnr Marvel & Cowper Streets (PO Box 585)

Byron Bay NSW 2481

Ph: 02 6685 7676 Fax: 02 6685 5176

Email: [byron@feroscare.com.au](mailto:byron@feroscare.com.au)

**Feros Village Wommin Bay**

McKissock Drive

Kingscliff NSW 2487

Ph: 02 6674 4177 Fax: 02 6674 4171

Email: [wommin@feroscare.com.au](mailto:wommin@feroscare.com.au)

**LifeLink Telehealthcare**

Level 2, The Strand

72-80 Marine Parade (Locked Bag 1)

Coolangatta QLD 4225

Ph: 1300 851 771 Fax: 1300 850 770

Email: [info@lifelinkresponse.com.au](mailto:info@lifelinkresponse.com.au)

**Feros Care Health & Wellness**

Level 2, The Strand

72-80 Marine Parade (Locked Bag 1)

Coolangatta QLD 4225

Ph: 1300 085 181 Fax: 1300 850 770

Email: [wellness@feroscare.com.au](mailto:wellness@feroscare.com.au)



**Join us on Facebook**

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



# Contents

- 02 Joy Conolly – Feros Hero
- 04 Do something different in 2016
- 05 More holiday makers go it alone
- 06 Greg Tegart
- 07 Improve your brain health
- 08 A day in the life
- 10 Bryce Francis
- 11 A little bit of help
- 12 Motion is lotion
- 13 The Feros brain booster
- 14 Food glorious food
- 16 Life's been a great journey so far
- 17 Re-energise with a respite stay
- 18 Residential happenings
- 20 2015 Back to Byron  
Staff Awards Night
- 21 Seven Star graduates of 2015
- 22 Feros finishes 2015 with a swag  
of awards
- 24 Preparing for natural disasters
- 25 Fun, friendship and fantastic  
days out!
- 26 Pat Tate gets bold not old
- 27 5 tips to beat the heat
- 28 Weekly meal planner



## CEO's WORD



# Welcome to 2016!

**A**s I write this I realise we are heading full-steam towards Easter. Before the year moves too much faster I wish to share with you my 2016 commitments which are all related to investing in my family, myself and my lifestyle. These include eating clean so I can get the most out of each day, spending more time with my beautiful 83 year old mother, doing the home extensions I've planned for a while, and taking an overseas family holiday.

Much of my inspiration comes from Feros' **As I Age** campaign last year – whereby we unveiled an oversized chalkboard at major writers festivals throughout Australia. People were asked to finish the sentence “As I Age...”

Our “As I Age” chalkboard was thought provoking and had people of all ages, cultures and backgrounds sharing in the ‘**As I Age**’ conversation. This campaign united all generations and continued Feros’s campaign to challenge the perceptions and stereotypes of ageing.

Following on from this successful campaign, this year we have a series of chalkboards in regional cities and towns during Seniors Week. Thank you to the many councils that are joining forces with Feros to ask their local communities to finish the sentence “**As I Age...**”

In the 15 years I've been with Feros Care, I've seen many changes in how people age, how the community perceives ageing, how aged care services are delivered, the major growth in the kinds of services available to seniors.

Over the years, I've also been fortunate to meet so many seniors who have generously shared their life stories, their struggles, their achievements and their hopes and dreams as they navigate getting older. Be sure to read about the tireless

Margaret Fisher who is both an 85 year old international tennis champion and a Feros Hero (page 16).

Margaret is one of the many seniors who continue to prove that age is just a number and does not define who you are or what you can continue to achieve. See also our stories on Professor Greg Teggart – aged 86 – who has been nominated as Senior Australian of the Year (page 6), and renowned psychologist and new Feros Hero Joy Connolly (page 2).

So in sharing my 2016 declaration, I urge you too, to do something special for yourself this year. Whether it's going to the movies one a week, joining your local walking group, joining a chat group or planning a holiday, do something that nurtures your heart and soul. This edition is filled with tips and ideas on living your best life!

On a final note, I welcome you to share this magazine with your family and friends, and invite them to subscribe to receive their own edition. To subscribe, contact Feros on 1300 763 583 or visit [www.feroscare.com.au/subscribe](http://www.feroscare.com.au/subscribe).

**Jennene Buckley**  
CEO

PS. A big hello to our nearly 6000 friends on our Feros Care Facebook site! Keep up to date with the latest news on Feros Care by jumping online and visiting our bright, newsworthy Facebook page.





# Joy Conolly Feros Hero

*By Mick O'Regan*

**J**oy Conolly leans forward; ready to answer the question even before it's asked.

"What do I like about my life at 80?" she laughs, "I simply love being involved with life! I love helping people and I love the rewards that always come from giving to others."

What is a surprise to Joy is that at 80 she is still being offered challenges that both stimulate her mind and satisfy her desire to help others.

"I'm a professional psychologist and for about eight years I've been running what I called 'the Friday Group'. It's a discussion group of people from their mid-sixties to their eighties, who join me to tackle topics that are important to them. One week we might talk about 'responsibility' and another 'grief', or 'love' or 'family'."

"Then Feros Care asked if I could team up with Professor Kate Swanton, the director of Health and Wellness at Feros, to get online groups going for people who maybe aren't mobile but can certainly participate online. It's a great idea. I can't tell you how thrilled I am about it. Sometimes we howl with laughter, but more often it's a serious discussion about matters of the heart. I know how much the participants enjoy it and, for me, well, it's the highlight of my week. There's something about a challenge I just love."

That capacity to confront a challenge has been at the heart of much of Joy's endeavours. In her professional life as a psychologist she's been an unflinching advocate for the

victims of physical and sexual abuse. In one case in her then home town of Toowoomba, Joy took on the task of speaking truth to power, even confronting the then Anglican Archbishop Peter Hollingworth to properly address the issue of child sex abuse that had occurred in his diocese.

"In the end I became the voice of the voiceless. The victims were damaged and needed redress. The school wouldn't help so I made the calls – to the police, to the church and eventually to the Archbishop. He told me, "there's nothing I can do", but I didn't see it that way. The archbishop then told me he was "tired and needed a holiday", so I acted on the victims' behalf. This made a difference to the eventual response, which centred on a protracted court case.

"As you may know, Peter Hollingworth later became the Governor-General. Meanwhile my support for the victims didn't stop, even when the case finally went to court. Ultimately it became a pivotal case in the process of opening up the debate around child sexual abuse. And in Peter Hollingworth's eventual resignation as G-G."

Turning to more nurturing themes, Joy begins to discuss another challenge she successfully confronted: learning music. "Music feeds my soul", she declares. "I can't imagine my life without it. I've been mad about music my whole life, but I had to be patient. Music was definitely my great love but we were a poor family so there were no instruments and no money for lessons, so I just had to wait."



Behind this unbridled passion there is a deep sadness. Before Joy could take flight on her journey into music, she had to endure great adversity.

“Adversity in my life has come by way of having two husbands die. Each time it happened, I lost my best friend. It was a terrible blow but it taught me that I had to get out and greet the world because the world was not going to come and meet me. And that’s what I did.”

A look of determination sets on her face as Joy continues, “I’m an introvert, and so getting out was something that I found very hard. Meeting new people and forcing myself to join in was almost a physical pain, but I’ve had such rich rewards from it, especially from music people. The friends I’ve made through music are simply wonderful, and they’re people I would never have met if I hadn’t taken that step.”

“When I lost my first husband I was barely 30, and had three young children. I had to learn that I possessed an inner strength that I didn’t know I had. When I remarried five years later, my second husband had three kids as well. So we were instantly branded The Brady Bunch. But we weren’t.”

Joy’s smile returns, “We weren’t The Brady Bunch because I didn’t have a live-in cook and we didn’t solve all our family problems in half an hour!”

Being a stepmother, Joy knew all too well the issues confronting stepfamilies and wrote a book on the topic. The book’s success led to a lecture tour of the US which spurred Joy on to seek formal qualifications in psychology.

Despite some initial concerns as a mature aged student she threw herself into life at the University of

Queensland and went on to establish a successful private practice.

“For me it was once again that moment when you just have to gulp down experiences, even if they’re daunting. Just gulp them down and keep going, that’s the only way forward.”

“And anyway, what’s the alternative? To sit at home growing old and miserable? No way! If I ever feel stuck at home I’d simply get up and go out. Go catch a bus somewhere, do something I’d been wanting to do.”

“When I think about wisdom now, I think wisdom is acknowledging what’s going right in your life, rather than focusing on what isn’t.”

For Joy this isn’t some naïve way of blocking out what she doesn’t like, far from it.

“You’ve got to have discipline, that’s for sure. But the rewards are so great. I can remember my very first music lesson, at the tender age of 64! I was studying the clarinet and on that first day I was also looking after my six-year-old grand-daughter, Jess. So she came with me – that was the first surprise for the teacher.

“He asked me how well I could read music, and I sheepishly admitted I couldn’t at all. I thought I was about to be thrown out before I’d blown a single note. But the teacher was great. He gave Jess a lolly to keep her quiet and then turned to me and said, “We’ll start with middle C and take it from there!”

“And you know since that day, that very first lesson, my passion for music has never abated. I just love it.”

Love, passion and protecting the rights of others, all themes Joy Conolly has been celebrating for as long as anyone cares to remember. And that’s why at Feros we think she’s a hero.

***“When I think about wisdom now, I think wisdom is acknowledging what’s going right in your life, rather than focusing on what isn’t.”***



# Do a-little something different in 2016

**What do you have planned for 2016? Why not take that special holiday, get involved in a club or activity, go to the movies more often, or make a regular coffee date to catch up with friends?**

## What about a holiday?

You're never too old to have an adventure and there are travel clubs and agencies that specialise in holidays for mature travellers. [www.stich.net](http://www.stich.net) also offers a service to connect travel buddies together. You can also select specialised, unique tours – like cooking, art and history. If you are travelling alone there is the added advantage that you are free to go wherever you want, whenever you want – and do whatever you want once you get there!

Don't forget to check out [www.meetup.com](http://www.meetup.com) groups at each destination – it's a great way to meet the locals!

## Meet like-minded people

Why not go online and 'Google' clubs and activities in your local area. Alternatively, visit [www.meetup.com](http://www.meetup.com) which is the world's largest network of local groups – from hiking groups, easy-exercisers, to foodies, movie-goers, book-clubs, and travel clubs – there are literally thousands of groups.

Another great online community is [www.stich.net](http://www.stich.net). Stitch is a social network for those over 50 years old. It's designed to help members find friends, travel buddies, romantic companionship, or just new activities to try.

If you don't have access to the internet, contact your local council, who are often a great source of local clubs and organisations. Check out your local newspaper to see what clubs and activities are available.

## Learn something new

Have you always wanted to learn a new language, play a musical instrument or take up dancing? Studies have shown that learning something new at any age helps promote new neural cell growth, improves concentration and increases adequate oxygenation, creating healthier, more active cells in the brain. (see *Improve Your Brain Health* on page 7).

Many high schools and councils run community colleges that offer very reasonably priced courses.

## Volunteer in your community

Do you have a cause or organisation that you feel strongly about supporting? Volunteering is a great way to keep busy, meet new friends, and give back to the community.

To volunteer:

1. Contact that organisation directly
2. Call your state-based volunteering centre (ie Volunteering Qld, or the Centre for Volunteering in NSW); or
3. Visit [www.VolunteeringAustralia.org](http://www.VolunteeringAustralia.org) or [www.GoVolunteer.com.au](http://www.GoVolunteer.com.au).

## Did you know Feros Care is also looking for volunteers?

The possibilities are endless and we support your volunteer journey with ongoing training, personal development and expense reimbursement.

Contact our Community Volunteer Coordinator to find out more. **Phone 1300 085 181, email [volunteer@feroscare.com.au](mailto:volunteer@feroscare.com.au) or visit the website [www.feroscare.com.au/volunteering](http://www.feroscare.com.au/volunteering)**



# More older single travellers

**Not only has the number of older Australians taking holidays risen since 2007, but a growing proportion of them are going it alone, according to recent data released by Roy Morgan Research.**

In the 12 months to June 2015, 5.36 million Australians aged 50+ took at least one holiday, up from 4.46 million in the year to June 2007. The proportion of those who travelled alone on their last trip rose from 15.4% to 16.3%. The increase was seen in those aged between 50 and 79 years while the 80+ age group remained stable.

When asked what activities they did on their last trip, solo travellers aged 50 and over were more likely to report having visited museums, art galleries, gardens, parks and historical places but were less likely to have been shopping or attended a concert.

## IMPORTANT TRAVEL TIPS

- Check your tickets, travel insurance, tours and any other arrangements. Know what you have and have not paid for, and be clear on what the cancellation policies are.
- Take out travel insurance as soon as you start booking and paying for your holiday so that you are covered for cancellations (in case of illness or unforeseen issues).
- Get **EVERYTHING IN WRITING** including your itinerary, price, insurance and travel documents.
- Make sure your passport is current and you have at least six months current from the date you return to Australia.
- Pack all necessary prescription medicines and get a letter from your doctor detailing what you're carrying and for what purpose. You don't want your medicines confiscated in another country.
- Visit the Australian Government's Smart Traveller website so you can monitor airline security requirements and the Australian Government's travel advisories before leaving home.
- Take a mixture of credit cards and traveller's cheques if travelling abroad.
- Make sure you leave a copy of your itinerary with someone at home.
- Accept that sometimes things can go wrong when you're travelling such as flight cancellations/delays. Don't panic. Just have all your travel contact numbers handy and it will get sorted out. It also makes for a funny story when you get home.
- Get your affairs in order (update Wills and other legal documents) just in case something happens.

For a comprehensive list of how to prepare for your holiday and what you need to do, visit the Australian Government Smart Traveller website [www.smartraveller.gov.au/tips/seniors](http://www.smartraveller.gov.au/tips/seniors)



# Feros Hero wins ACT Senior of the Year

**Feros Hero, Professor Greg Tegart AM FTSE was recently awarded 2015 ACT Senior Australian of the Year.**

**A**t 86 years young, Greg is a leading advocate for smart assistive technologies that give aged and disabled people independence and a better quality of life.

His distinguished career spans research in metallurgy and materials and high level executive and policy positions in industry, the CSIRO and the federal government.

In recent years, his world-leading work to promote smart assistive technologies for aged and disability care has enabled many Australians to lead more empowered and independent lives.

Greg provides a real-world example of the contribution that older people can make to the Australian community.

In addition to his many achievements,

he joined Feros Care's campaign to celebrate ageing by becoming a Feros Hero. Feros Heroes showcase seniors who do extraordinary things.

They are a reminder to all generations of the amazing contributions seniors have made, and continue to make, to our community. They are essentially "change agents" who are helping to break down the stereotypes of ageing.

Greg said that since being the ACT Senior Australia of the Year, life has been a whirlwind of speaking engagements and events.

Meanwhile, this remarkably accomplished man is ever so humble, and almost embarrassed by all the fuss made over what he sees as his life-long passion. He is – without a doubt – forever committed to his cause of using



*Greg with ACT Chief Minister, Andrew Barr*

technology for the betterment of people and their communities.

"I don't believe in technology for technology sake, instead, I advocate for technology to improve the lives of our most vulnerable. It's this passion to create a better life for those in need that keeps me young," he said.



# 4 key ways to improve your brain health

The human brain is the most extraordinary and complex object in the known universe, a kilogram and a half of soft tissue that, at its peak, leaves computers behind with its endless capacity for problem solving, innovation and invention.

Brain diseases such as Huntington's, Alzheimer's and other forms of dementia demonstrate how devastating it is when the brain degenerates, dragging the mind and its many

wonderful capacities down with it. The good news is that many lifestyle choices that are good for the body are also good for the brain.

## 1 Stay physically active

We all know that physical activity is good for our body, but not everyone realises how much it improves brain health as well.

- The brain and body are in constant communication with each other and during physical activity muscles release beneficial molecules that reach the brain.
- Increased blood circulation to the brain, and other effects of activity, create new brain cells (neurons) and the connections (synapses) between them.
- People who maintain higher levels of physical activity may be helping protect themselves from brain diseases such as Alzheimer's and other forms of brain degeneration.
- Evidence suggest that physical activity may help protect against depression and other brain disorders.

## 2 Stay mentally active

Two cardinal rules of brain health are "use it or lose it" and "neurons that fire together wire together".

- There's also evidence that people who maintain higher levels of cognitive (mental) activity may be protected from Alzheimer's disease and other forms of dementia.
- Mental stimulation may help create a "brain reserve" to compensate for the wear and tear of brain ageing.
- We don't know exactly what lifestyle choices are the most important. But spending a lot of time watching television, for example, may involve the double whammy of reduced physical and mental activity, and could be one risk factor of reduced brain health.

Which mentally stimulating activities should you do more of? This is a very personal choice, but select things you can continue to do into the future to ensure long-term benefits.

## 3 Eat a healthy diet

- You already know a healthy diet is good for your body, but did you realise a balanced nutritious diet is also good for your brain?
- Most of the nutrients from food circulate through your brain via the bloodstream. So a healthy diet can directly improve the health of brain cells and may even slow down brain ageing.
- Your improved body health benefits the brain via the heart and cardiovascular system, the immune system and other physiological systems that impact on the nervous system.

## 4 Don't stress too much!

Our busy 21st-century lifestyles mean many of us suffer from chronic stress. This may eventually be toxic for the body. It's especially bad for the brain because parts of it are absolutely loaded with sensitive "stress receptors".

- Stress-reducing strategies such as "mindfulness" and meditation are great ways to help us better deal with stress and can be learnt at your local community college or online.
- Physical exercise is also another great way to reduce stress.
- Reducing stress also improves sleep patterns. Adequate and regular sleep are known to be beneficial for both brain and body.



**By practising these four pillars of brain health, you are not only supporting your brain to be the healthiest it can be, you are also looking after your body and physical fitness too!**



# A day in the life of Feros Care Manager Anna Gates

**Beginning just over six months ago as a Care Manager for Feros Care in Tasmania, Anna Gates is passionate about making a difference every day.**

**W**ith a degree in Social Work, Anna has many years of experience in helping clients of all ages with practical support, grief and loss counselling, emergency crisis management and emotional support.

“I’ve always been interested in aged care and so it made sense for me to apply for the role with Feros Care. We live in a time where older people are not always valued for the contribution they have made in life and continue to make today. I love my job because it gives me the opportunity to make a positive difference in the lives of my clients and their families.”

“One of the most rewarding aspects of my job is to work together with clients to find simple solutions that can help everyone. My background in social work can really support families in these situations.”

For Anna, a typical day is hard to describe. “The wonderful thing about being a Care Manager is that every day is different. One day I might be driving to George Town in Northern Tasmania or South to Kingston to visit clients. Another day might be spent working from home talking with clients and catching up on paperwork. I cover all of Tasmania so I do a lot of driving.”

Having lived in Tasmania most of her life, Anna knows how lucky she is to travel the State. “I have to take care when there is snow on the ground but the upside is the magnificent scenery and beautiful country towns I get to see when visiting clients in their own homes. For example, Deloraine is a scenic town to the west of Launceston, famous for arts and crafts, and you can’t drive past Evandale in the north without stopping for a Nutella hot chocolate!”



When working with individual clients to design their home care package, Anna often suggests activities that can help reduce the impact of social isolation.

“Social isolation can be an issue for any age group, but for older people it can be more common and often happens gradually which is why it’s so important to recognise the early signs. For example, if someone has had a fall, they may not be comfortable getting out and about because of the fear of having another fall. However, often the best thing is to get involved in activities or exercises to strengthen the muscles and improve balance so the fear of falling is reduced.”

Social isolation can have a severe impact on the health and well-being of older people. Feros Care has a number of fantastic programs on offer that can help overcome social isolation. The Community Visitors Scheme provides volunteers to visit people with Home Care Packages and provide social support. Also, Feros Care organises social outings that are very popular with clients.\*

Being passionate about aged care means that Anna is constantly thinking about how she can improve the lives of her clients and their families.

“I am fascinated by the idea of neuroplasticity – the concept that you can continue to change your brain and physical abilities even in your older years. I find it inspiring to hear about people diagnosed with dementia, or those who may have suffered a stroke, that have gone on to not just regain, but actually improve their physical or mental health.

“Recent research has shown that under the right circumstances, the power of neuroplasticity can actually help adult minds to grow! This is exciting for all of our clients and I’m keen to learn more about this fascinating subject. We used to think it was ‘use it or lose it’ but studies are showing that it is also possible to ‘train it and regain it!’”

Switching off is important for all of us. Anna tries to get away to the family shack on Bruny Island as often as possible. “I really enjoy the solitude of the beaches and the isolation from the mainland. It’s great to escape from everything but still be close to home.”

Anna enjoys doing craft with friends and playing piano. She loves working from home and jokes that she is training her cat Dexter as her personal assistant. So far he is not overly enthusiastic!

Her next holiday destination is Vanuatu, which will be a delayed honeymoon trip after Cyclone Pam changed their original plans in early 2015.

“My husband and I are really looking forward to relaxing in Vanuatu, seeing the sights and doing what we can to help the local economy.”

There’s never a dull moment for Feros Care Manager Anna Gates.

\* In limited areas.



## Special MOMENTS

**A bit of assistance is so much more than meets the eye. Many clients say they enjoy the home help but also the companionship and friendship that comes along with it.**

**Take for instance Mary, who has been receiving some home care for the past few years. Sarah, who is a domestic carer with Feros, visits Mary every fortnight to do light housework, and to take her shopping.**

**They have developed a friendship and their own ‘informal book swap’, which not only saves them both money but gives them a shared interest.**

**Mary said: “It’s lovely that Sarah and I swap books and magazines. We always have something to talk about.”**

# I am deliciously happy

**Feros Care At-Home Care client Bryce Francis epitomises determination, positive ageing and challenging stereotypes of what 'old' looks like.**

**T**wo years ago, the then 87 year old Bryce's life turned upside down. This incredibly active senior went from walking five kilometres with his weekly local Heart Foundation group to having a "floppy foot" that he dragged around. Doctors discovered blood was not getting to his foot, and he was forced to choose between a below-the-knee-amputation or gangrene and death.

"I know my wife Anne loves me and wanted to have me on this earth for a few more years yet so I selected the first option," smiles Bryce with a twinkle in his eyes.

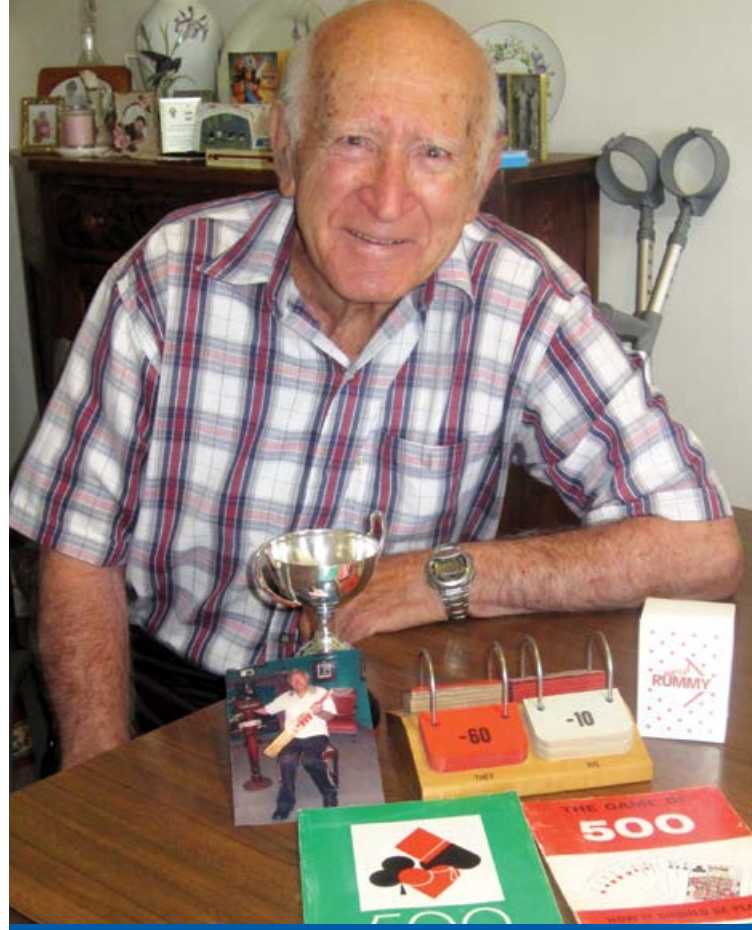
Bryce's two year post-surgery health rollercoaster ride is a story of courage and determination, as he constantly challenged the medical fraternity opinion on if and how he was supposed to recover.

After six months in hospital, battling infections and struggling through painful physiotherapy exercises, doctors told him he should never expect to walk again.

As the saying goes, you can never keep a good man down! His many years of daily long walks, his overall general fitness and his incredibly positive attitude meant that Bryce was quickly challenging all the doctors' expectations. He insisted on being fitted with a prosthetic and stubbornly learnt to use it with the aid of crutches.

Within six months of receiving "my new leg", Bryce began training to resume his daily walks. At first he started with a slow ten minutes walking around the block.

"It took me a while to build up my strength and confidence again. I had such a horrible time in hospital, and I nearly believed the so-called professionals who kept telling me 'I can't do something'!



"Just because I'm over 80 doesn't mean that I can't push myself physically and mentally!"

"If he had listened to the doctors he would be a wheelchair-bound, bored man today," said Anne.

"Instead he put his positive mind and mental fortitude into learning to use his new walking aids. The doctors told Bryce to never walk without the crutches – of course he didn't listen to them – he happily powers around the house just on his prosthetic now," disclosed Anne.

"It is only when I'm outside the house and need that extra support and assurance I use the crutches. I am enjoying the freedom of walking around my neighbourhood again and very rarely do I take the prosthetic off during the day."

These days Bryce is confidently striding out and walking approximately two kilometres every morning. He also does strength and training exercises every other day.

Bryce credits his recovery 'against the odds' to his life of physical activity as well as regular mental stimulation.

"I'm an inventor and I'm always creating something or other. I also spend at least two

hours a day doing mind-testing games like jigsaw puzzles and Sudoku."

Two years on from his unexpected life-change, Bryce said "my phantom pain is nearly all gone although silly little things have become awkward...but I'm very happy in my life and I go around with a smile."

In fact his health set back has not slowed Bryce down. Just six months ago he invested in a new electric organ with 'all the bells and whistles'.

"It's like I have a whole orchestra at my fingertips. I never would have bought such an indulgence at my age but Anne

*"Just because  
I'm over 80  
doesn't mean  
that I can't  
push myself  
physically and  
mentally!"*

*The card game '500' is one of Bryce's many passions. Over the years he has written four books on the subject, perfected its scoring system and consistently ranked top 5 in international tournaments (and was world champion in early 2015).*

insisted. Now I'm an avid player and I'll never stop learning. At 88 years of age I was introduced to a whole new world. It's so beautiful it brings tears to my eyes, I can't believe it's me playing!"

With Bryces' new found musical talents, the Francis' now host a group of between 15-30 Probus Club members once a month for a sing-a-long, with Bryce accompanying on the organ.

"Whenever I get involved in something I throw myself in whole hearted. I'm deliciously happy.

"I'm so lucky I have someone as strong and loving as Anne," smiles Bryce.

## Taking life's changes in their stride

We first met Bryce and Anne when Bryce became a Feros Care At-home Care client. Once a fortnight, Feros Care provides domestic and gardening services through the Federal Governments' home care packages.

Bryce's Care Manager, Tanya McHugh explains "Bryce is a very optimistic person, he has the most beautiful outlook on life. His nature and healthy attitude were vital to his recovery... when he smiles his whole face lights up."

Tanya said she is currently working with Anne and Bryce to ensure they have enough Home Care services.

"One of Anne's big concerns is that as she ages her health isn't always as good. She is really worried about what would happen to Bryce if she had to go to hospital, so we're discussing additional services like personal care they can access now to take the load off Anne."

As Bryce says: "Services for people our age group are absolutely marvellous! We absolutely appreciate everything Feros Care does for us."

**Call Feros Care on 1300 763 583 and we will arrange for someone to visit you, complete an assessment, and explore the services best suitable for you.**

## A little bit of help goes a long way

**A little bit of help goes a long way in keeping seniors healthy and active so they can do more, achieve more and enjoy more.**

The kind of help available is house cleaning, gardening, grocery shopping, making home-cooked meals, internet training or pet care, or even a physiotherapist or podiatrist visiting you at home to deliver health and wellness services. Depending on your circumstances, you may only need assistance for a short time, especially when you're recovering from an injury or illness. Take for instance Feros client Joan Martin who recently had knee replacement surgery. She was unable to drive and had limited mobility. To get her back on her feet, she registered for Feros Care's At-home Care whereby a highly qualified physiotherapist visits her at home each week.

Joan said: "I love the convenience of Lisa Fitzpatrick (physiotherapist) coming to me. I was in a real catch

22. I needed physio so I could get back on my feet, but I wasn't mobile enough to leave the house to attend appointments.

"I'm now six weeks into my home physiotherapy visits, and I'm stronger, more mobile and having less pain every day... She's also made me aware of my balance and ways to protect against a fall. Each day, I now challenge my balance by doing simple activities like standing on one leg while making a cup of tea."

### Accessing Assistance

**To receive At-home Care assistance, call Feros Care on 1300 085 181 and we'll help you get registered with My Aged Care so you can begin on your new health journey.**

**Q** What's the difference between a working mum and a senior?

**A** A working mum will happily accept some help.

Lisa Murray from Feros Care asks why there is a negative perception around getting aged care services. If you can get some At-Home Care help to make life easier, why wouldn't you.

"No one would think twice about me hiring a house cleaner or a gardener to maintain my lawn, or ordering my groceries online. It's completely acceptable because I'm a busy working mother.

"As a community, we need to promote and encourage seniors to access the many services available so they can stay independent at home, active and engaged in their community. Seniors accessing At-Home support services is really no different to their younger counterparts paying for help, it just has a different label."

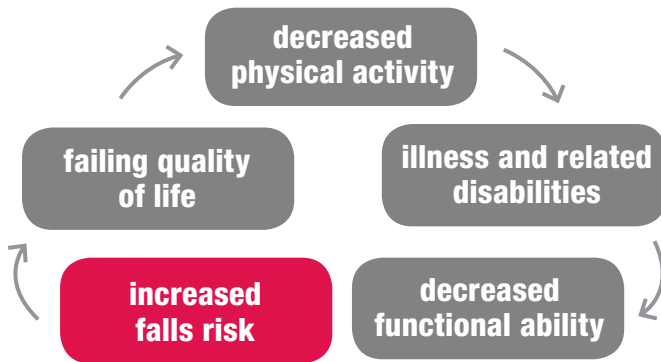
# Motion is lotion

Nick Edwards, Exercise Physiologist, Feros Care

**W**e know exercise can help our heart, lungs, joints, and sugar and cholesterol levels. However, being active can also improve our mood and make us feel better. When you exercise, your body releases chemicals that boost your sense of well-being.

Irrespective of age, level of fitness or health, you can feel the benefits of being more active. You are never too old or too unfit. Remember we don't become less able because we get old, we get old because we become less able.

An **'unhappy living cycle'** (below) with reduced activity can lead to poorer quality of life. It is a very common cycle I see all too often. Thankfully, with any cycle, if it can go one way, it can go the other.



A **'happy living cycle'** (below) shows that being more active helps improve health and functional ability which leads to a higher quality of life.



*Simple steps can lead to a better quality of life!*

## Endurance Activity

Things like swimming, walking, dancing and golf can make it easier to push your grandkids on the swings, vacuum and walk around the shops.

## Strength

Lifting weights, cans of beans or yard work all can make you stronger. This can make it easier to pick up grandkids, get out of low chairs and carry laundry baskets.

## Balance

Tai chi, standing on one foot and narrow walking can make putting things on higher shelves and walking on uneven ground easier.

*Remember we don't become less able because we get old, we get old because we become less able.*

## Flexibility

Stretching, yoga and tai chi can make simple tasks like bending, reaching and over-the-shoulder checking when driving easier and safer.

## Motivation

One of the biggest barriers to beginning exercise is motivation. It has been shown the best outcomes come when you want or desire to improve, rather than pressures.

Set goals or aims that are important to you and that are specific. Rather than "I want to be stronger" find what that means to you. Is it lifting plates into the cabinet, standing up out of a low chair, or cuddling your new grandchild?

## Exercise snacking

A great way of being more active 'exercise snacking' – doing little bits of exercise throughout the day.

Sitting for prolonged amounts of time can be very bad for health. Break up sitting with short walks or movements (as little as two minutes an hour can be extremely beneficial). Try a short walk up the hall or just a tall stand out of your chair.

For those who can't (or if it is unsafe), marching on the spot and seated air boxing can be a great way of being active. Prompts like trying some balance activities or some strength activities while doing the washing-up are great ways of being active in our daily lives.

Exercise and activity can have tremendous benefits. Start small with activity and build up. I am often amazed at how gentle, light activity can make large differences in the daily life of the clients I see. Your body is incredibly adaptive and it is true that if you don't use it, you can lose it.



# The Feros brain booster



## Sautéed salmon, haloumi, red onion and spinach, with a tangy dill sauce

Our own MasterChef, Rick Stewart, shares a recipe – that is yummy, easy to prepare and super good for us! This recipe is well suited for everyone, and can help in brain function and assist eye and overall health. More than two-thirds of the brain's fatty acids are docosahexaenoic acid (DHA), an omega-3 fatty acid. Salmon is packed with it.

Green leafy vegetables are ideal for assisting in reducing the onset of Macular Degeneration and contain folate. Red onions contain quercetin (which help in overall health, against colds, heart health, blood pressure) and yoghurt is packed full of calcium, B12 and protein.

**Overall this is a health packed, simple meal.**

### SALMON CASSEROLE

4 small pieces fresh (or frozen) salmon (skinless and boneless)  
1 red onion (diced)  
200grams fresh Australian baby spinach leaves  
½ punnet cherry tomatoes  
½ teaspoon crushed or chopped garlic  
1 tablespoon fresh basil chopped  
100-150 grams haloumi (sliced or cut into small cubes)  
Extra virgin olive oil  
Seasoning (Himalayan pink salt and pepper)

#### \* Vegetarian option

Salmon can be substituted with extra haloumi or tofu and all other steps are the same.

### DILL SAUCE

*(prepare first and place in fridge)*

1 small shallot (finely chopped)  
½ cup low fat Greek yoghurt (plain)  
3 teaspoons finely chopped fresh dill  
2 tablespoons fresh squeezed lemon juice  
Seasoning (Himalayan pink salt and pepper)

Mix all ingredients together in a small bowl, season with salt and freshly ground black pepper.

### Method

1. Prepare salmon pieces.
2. Peel and dice red onion, halve cherry tomatoes and prepare spinach.
3. Heat a fry pan with a little olive oil.
4. Once hot, place salmon into pan, (skin removed) side up. Reduce heat to low flame and panfry for around 1 minute.
5. Turn over once salmon shows a nice caramel colour on flesh. Cook on a low heat for a further 5 minutes, or until cooked to your liking. Remove from pan and rest for on a side plate.
6. Gently cut salmon into bite size pieces or about size of 20 cent coin. Set aside and prepare rest of the dish.

#### In the same fry pan...

7. Heat fry pan with a little olive oil. Once hot, add onion then garlic, and cook until starting to go clearer, and browning. Add sliced haloumi turn after about 20 seconds.
8. Add spinach and basil and stir in quickly. Once started to wilt, add cut cherry tomatoes and gently stir in, season lightly.
9. Remove from heat, and gently mix in salmon pieces.
10. Immediately gently serve onto plates and drizzle dill sauce over.
11. Enjoy this fresh healthy and tasty meal.

## HEALTH & WELLNESS TIPS FOR 2016

- **Learn a new skill, start a new activity, do something you would not normally do** – or visit your local pool, golf club, community centre, school, hall and see how you can join in or volunteer to help.
- **Lift something heavy for five minutes every day** – like books, shopping, or your laundry. Lifting light weights is good for keeping your bones strong.

- **Drink lots of water!** Water hydrates your body and keeps you feeling well. When it's hot, drink plenty otherwise you could risk getting headaches and feeling unwell.
- **Organise an outing with friends** – whether it's lunch, coffee, a walk or a visit to the local art gallery. Sharing experiences with friends is really good for you.
- **Take a daily walk** – even around the block. The combination of fresh air and exercise will make you feel so good!

# Food Glorious

Whatever your age, the food you choose to eat has a direct impact on your health and happiness. When you eat well, you live well and it shines from the inside out.

## TIP 1 WHAT'S ON?

Circle this week's specials on supermarket catalogues and prepare a shopping list. Pick a key ingredient and get creative with new ways to cook it. Different vegetables – fresh, frozen, canned or dried provide great texture to any food, so why not pick a vegetable that you have not used much lately?



## TIP 2 MAKE A PLAN

Preparation is everything! Take the stress out of last-minute meals by planning ahead. Try something new, rekindle an old childhood favourite, or use what's left over from last week. *Find your own meal planner template on the last page of this magazine.*



## TIP 3 LET'S CHAT ABOUT FOOD

When is the last time you spoke to someone about food, ingredients, memories of meals shared with loved ones or travels that reminded you of food? The next time someone comes in for a visit or you pick up the phone bring the foodie chat back!



## TIP 4 LIFT THE MOOD

Create a fun kitchen atmosphere with your favourite tunes, or perhaps sing-a-long to popular food songs. *Cherry* by Neil Diamond or *The Coffee Song* by Frank Sinatra are great songs for your playlist.



## TIP 5 KEEP COOL, CALM AND COLLECTED

Set the kitchen up with the utensils and ingredients you will require prior to starting to cook and allocate roles (if you have someone help you cook). This creates a calm environment for cooking.



## TIP 6 EAT WITH YOUR EYES!

Make the meals a mini-masterpiece by taking pride in the presentation. Use colour contrast ingredients, dust off that 'special occasion' dish (because any day is a good day to use it), and dip strawberries in chocolate sauce....Yummmm



## TIP 7 STOCK UP WITH ESSENTIALS

Stock your pantry with a variety of foods. The table shows some essentials to get you started. These ingredients can be used in a variety of recipes for meals throughout the day.





# FOOD

We all know that food is our fuel for life, but it's the smell, colour, feel and texture that turn it into an enjoyable meal!

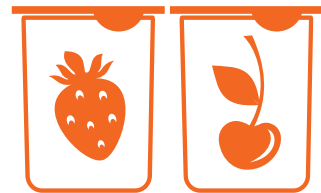
## PANTRY STAPLES

- **Cans of kidney beans, baked beans or spaghetti** for quick meals
- **Canned fish** such as tuna, salmon and sardines to provide protein and fish oils
- **Canned vegetables** such as peas, corn, beetroot, asparagus and carrots
- **Whole wheat biscuits and crackers**
- **Dried fruits and nuts** such as prunes, sultanas, dried apricots, unsalted cashews and peanuts
- **High fibre cereals** such as bran flakes, rolled oats, whole wheat cereal biscuits, raw muesli
- **Canned fruit** such as pineapple rings, pears and peaches
- **Canned vegetable soup** such as pumpkin, tomato, pea and ham
- **Packet stock** or broth
- **Skim milk powder** for adding extra protein to milk drinks and soups
- **Rice, pasta, two-minute noodles, potatoes, bread and fruit bread** for energy giving carbohydrates
- **Herbs, spices and stir fry or pasta sauces** to enhance the flavour of your meals



## FRIDGE/FREEZER STAPLES

- **Reduced-fat dairy products** such as milk, yogurt, cheese, custard and ice-cream
- **Frozen vegetables and fruit** such as apples, grapes, pears and berries.
- **Chicken breasts/thighs** are an excellent source of protein. It can be used for soups, grilled, roasted or simply roasted in the oven.
- **Fresh eggs** are easy to cook and can be stored in the fridge for up to 2 weeks.



**FOOD IS YOUR**

Use these ideas to make  
food and life fun!

*fuel for life!*



# Life's been a great journey so far

**Feros Hero and amazing inspiration to all – both the young and not so young – Margaret Fisher gave a broad smile and said “life’s been a great journey so far, and it’s not over yet!”**

**A**t 85 Margaret is definitely not slowing down, although she was recently forced to take a bit of a break from her competitive tennis, jogging, horse strapping and footy playing with the grandchildren “due to a bit of a health scare.”

In June last year Margaret was given the diagnosis none of us want to hear – “cancer” – and in her case, uterine cancer.

“It was an absolute shock, I felt perfectly fine, although I was getting a little more tired than usual,” she said.

“I was rushed into hospital for a hysterectomy and a series of gruelling medical procedures. It’s been a tough couple of months but it’s all over now.

“As quickly as I could I developed a routine. I stayed with one of my daughters during my treatment and took over the cooking and feeding of the animals. Without that discipline it’s easy to feel sorry for yourself and it makes it so much harder to get out of bed and start moving again.

I believe moving is the secret to a faster recuperation,” said Margaret.

Margaret has credited her fast recovery (she was back to strapping horses after three months) to her excellent fitness and previous great health.

This is explained further by her daughter who accompanied her on many medical appointments.

“I remember early on turning up for a doctor’s appointment and the look of astonishment on his face. He was expecting an old lady – not a vibrant woman like my mum. The doctor later said that is was thanks to my mother’s excellent health and fitness that they were able to give her chemotherapy.

“Being strong gave mum options – many more options,” explained Stephanie.

“It is never too late to get strong and fit,” encourages Margaret. She explained that she was fitter at 85 than she was at 65. “It just requires discipline and routine, and having a dog helps too!”

Up until her cancer journey began, most days Margaret jogged/walked two hours per day, she played tennis five days a week – and walked her border collie Leo three times a day.

Twice in the past five years, Margaret has been the Australian over 80s tennis champion and she has been a regular competitor on the world stage, captaining the Australian team to the world championships in Turkey last year.

Margaret gave herself until January (2016) to fully recuperate before resuming training for the Victorian Tennis Championships in March. “That gave me eight weeks of practice – something to aim for.” She smiles and went on to say “And from there I plan to be playing in the World Super Seniors Tennis Championships again in September – I still haven’t given up on the idea of being world champion!

“It’s my parents who taught me age isn’t relevant, vitality is!”



# Re-energise with a Respite Stay

**Seniors looking to rejuvenate, recuperate from an illness, injury or hospital stay, or needing temporary care while their family takes a holiday are encouraged to book a respite stay.**

**S**eniors already receiving at-home care support are eligible for up to 63 days a year of respite care.

Feros Care has three villages on the North Coast of NSW that are vibrant, warm and welcoming.

Sarah Marciano, Director Residential and Clinical Services at Feros Care, said respite care is important for both the person being cared for and their carers. It's an opportunity for everyone to recharge their batteries and to have a break from their normal everyday life.

"People access respite for a wide range of reasons. They may be recovering from a hospital stay and need some extra time, care and support before returning home, or they may need extra help and support to recuperate after a fall or incident at home."

Dot, a respite guest at Feros Village Byron Bay said "I recently moved up from Sydney after a fall. I wanted to be closer to my family who were worried about me living on my own. I'm on

respite care in Byron Bay village and just love it. As soon as I walked in it felt right."

Sarah said "It's no different to taking a holiday. They're spending time at a different location, they're meeting new people and doing different activities, and having a break from their normal daily routine."

Supporting this, Anne – a respite guest at Feros Village Wommin Bay – said "I'm loving my stay at Wommin Bay. There is so much to do and the staff and other residents are so lovely and welcoming."

"We also encourage guests to bring their pets. We know how much comfort and pleasure pets bring, so we want them to have a worry-free respite break," smiles Sarah.

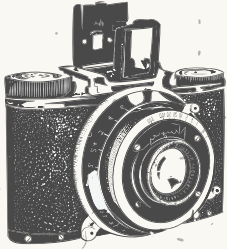
<sup>1</sup> This is based on the level of Commonwealth Home Support each person as per their ACAT assessment

<sup>2</sup> Respite care with Feros Care Villages has a daily fee of approximately \$48. (This fee changes 20 March and September each year).

## 10 REASONS TO BOOK A RESPITE STAY WITH FEROS

- 1** Recharge your batteries and to have a break for your normal everyday routine.
- 2** A respite stay provides peace of mind for you and your family/ carers while they take a holiday and rejuvenate.
- 3** Seniors already receiving at-home care support are eligible from up to 63 days a year of respite care.
- 4** A respite care stay with Feros Care is similar to taking a holiday – you spend time in a different place, meet new people, and do different activities.
- 5** Whether you are recovering from an illness, fall or if you have been in hospital, you can be assured you'll receive the very best of personalised nursing care from qualified and experienced staff.
- 6** Pets are welcome to stay as well because Feros knows how much comfort and pleasure they bring to people's lives.
- 7** Feros Care may be able to provide return transport from your home to one of our villages, so seniors can enjoy their respite stay from the very start.
- 8** We prepare delicious and nutritious meals, we use local produce, and we cater to your likes and dietary needs.
- 9** Seniors can enjoy a wide range of lifestyle services including hair and beauty, massage, seated Zumba, tai chi, strength and balance classes, art classes, drumming classes, social outings, plus our daily village activities.
- 10** Guest enjoy a private furnished room with ensuite, television and a 24-hour emergency call system which is constantly monitored.

**To book a respite stay with Feros Care, phone 1300 763 583.**



feros  
village  
moments

# Gardenias, giggles and great joy



86 year old Merrill Roach preparing vases of flowers to share around the Feros Care village



Olga Jeffrey (94 years) sharing a laugh with Helen McKillop, Positive Living Assistant

It's Fresh Friday and the smell of gardenias and fresh ground coffee is wafting through Feros Care Village Bangalow.

Every Friday residents spend the morning arranging enormous bundles of freshly picked flowers into vases of all shapes and sizes, while the sound of laughter and a discussion about the best way to grow roses is the hot topic of conversation.

Helen McKillop, Positive Living Assistant for the Village picks the masses of flowers from her own garden each week to "bring the outside world in."

She said that for many residents, gardening is one of their strongest memories. "The flowers spark many conversations amongst residents who normally don't participate very much in other activities.

"Everyone gets involved, we normally arrange 10 large vase-fulls that we spread around the Village and one small vase for each residents' room."

Eighty-six year old Merrill Roach said she loves flower arranging each week. "I had a large garden and I always had flowers inside my home," she said.

Village Manager, Jo Dwyer said it's such a beautiful end to the week. "The Village looks and smells amazing for all our weekend visitors, and it is our residents who have made this happen. It's their home and they are proud of making their home look and smell beautiful."

When asked why she spends so much time growing flowers for the residents, Helen smiled and explained "I love bringing some of my garden into their home."

## Beach like opals

An important focus within our Villages is to support residents to stay strong, active and engaged within their community and participate in activities they have always enjoyed. We also encourage dignified risk taking.

Our Byron Bay Positive Living Coordinator, Becky Duffy said "we can hear the ocean from our Village, so it makes sense that for residents living here that trips to the beach became a regular social outing!

"Originally a once-off outing, it was met with such delight that we now make it a weekly event," smiled Becky.

Every Wednesday morning residents, volunteers, family

members and staff head to the beach with swimming costumes and massive smiles.

"Thank you for taking me swimming, it was like opals. I lay on my back and watched the beautiful sky – so delicious, what a great day," enthused Gilli after her recent trip.

"I was so excited to be in the water, I felt free and invigorated and I was so excited all day, and can't wait until next week!" exclaimed Nina.

And Barrie said "It was the perfect place, I went in straight away and felt totally at home. I really enjoyed it and can't wait to go again."

# Young-at-heart share love and laughter



*Miles explaining his painting to 101 year old Eileen Holland*



*Feros Care Wommin Bay residents and pre-schoolers from Smiley Tots created crafts at their recent visit*

“H.O.P.E. you have a lovely day” sang children from Smiley Tots preschool as they waved goodbye to the residents of Feros Care Wommin Bay Village.

The 10 children aged between four and five had spent the morning entertaining residents with songs before they all sat together to make artwork out of playdoh, pipe-cleaners and plastic sticks.

They presented residents with paintings that they had previously created at their preschool and then explained to the residents what their picture was about.

Positive Living Coordinator from the Village, Lisa Burnie

said the residents had the most amazing day. “The children didn’t judge, they just wanted to spend time with people who are just like their own loving grandparents.

“And our residents loved it, many don’t get to cuddle little children very often, their own grandchildren have grown up or live a long way away,” Lisa said.

Brooke Bechaz, Smiley Tots Director, said “we had the most amazing morning. All the children loved it and can’t wait to go again. We have to have a competition amongst the teachers about who gets to go next time as well – we are all so keen.”





# 2015 Back to Byron Staff Awards Night

If you ever feared that a staff awards night could be dull, then your fears would have been blown away at our 2015 Back to Byron Staff Awards Night. Once again proving that at Feros we all work hard and sure know how to party hard!

## The 2015 award winners are:

### BOARD AWARD

**Michael Scurrah**  
Strategic Planning Officer  
Business Centre

### INNOVATION CUP

**Shelly Fletcher**  
eHealth and Primary Care Manager  
Residential Services

### ABSOLUTE INTEGRITY AWARD

**Sally Turner**  
GM – Case Management Services NSW  
Community Services

### LIFE LONG LEARNING AWARD

**Sharon Meyers**  
Care Services Employee  
Feros Village Bangalow

With 270 staff in attendance it was a wonderful night celebrating and honouring peers in our Staff Value Awards and then letting down the Byron style dreadlocks for some serious party celebrations.

### EVERYONE MATTERS AWARD

**Margaret Schuh**      **Meredith Pryke**  
Office Assistant      Regional Manager  
Business Centre      RAS QLD

### SERVICE EXCELLENCE AWARD

**Sarah Marciano**  
Director Residential and Clinical Services  
Residential Services

### POSITIVE ENERGY AWARD

**Kai Sorensen**  
Care Manager, Coffs Harbour  
Community Services

### VOLUNTEER OF THE YEAR

**David Flitton**





# Seven Star graduates of 2015

**Making staff feel genuinely valued, challenged and recognised is a key focus of Feros Care.**



**T**he Seven Star Staff Development Program is just one of the initiatives we have in place, to increase employee satisfaction and leadership development through innovative workplace culture strategy.

Designed to develop and advance the leadership skills of employees with a focus on topics beyond general aged care subjects, the program provides staff with the satisfaction of further learning, as well as enhancing their personal, life skills.

In November our 3rd official graduation ceremony celebrated and recognised the investment in learning that has been made by each of the staff members graduating and Star recipients in our Seven Star program.

This is the first year we celebrated not only graduating members of the Seven Star Staff Development Program but

also those staff that have completed a qualification as part of our Feros Care Traineeship Program.

Jennene Buckley shared the following message with the graduates "I would like to commend each and every one of you for the commitment and determination you have shown to finish your journey and graduate from these programs. Today will be a proud day for you and I know I am proud of your achievements. On behalf of the Feros Family I would like to congratulate the Class of 2015."

Please join us in congratulating our Seven Star Graduating Class of 2015:

**Deborah Crook, Karen Foster,  
Robyn Kirk, Janelle Lenehan,  
Lynette McDonald, Brenda  
Mooney and Kate Swanton.**



**Don't just live  
with us** *come alive with us*

Offering care and services tailored to meet your individual needs in a safe, secure and supportive environment that promotes independence and dignity.

**Residential Aged Care locations:**

**Byron Bay • Bangalow • Wommin Bay (Kingscliff)**



**Call 1300 763 583**

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

# Feros finishes 2015 with a swag of awards

Never content to rest on its laurels, Feros Care ended 2015 on a high note, being recognised by the industry and its peers for delivering excellence in the aged care sector, being nominated for nine awards in just three months.

Feros Care CEO Jennene Buckley said that never before has the spotlight shone so brightly on aged care – particularly residential aged care – as Australia’s ageing population continues to grow,

and so to do the demands for innovative care and support. These awards recognise Feros Care’s commitment to providing quality services for our older Australians.

## Feros Residential Villages clean up

Feros Care’s Sarah Marciano Director Residential and Clinical Services – was a finalist at the National Community Service in Aged Care awards, recognising her commitment and excellence in delivering residential aged care services.

Sarah said: “Our Villages are something special – they are filled with love, friendship and respect. We encourage our residents to continue to live a full life, to stay healthy, and active and connected to their friends and family and their community. We respect every person’s choice and decisions, and focus on strengthening their capacity to remain in control and to live the way they want for as long as possible.”

Sarah said her vision is to fulfil the changing needs, desires and expectations of older Australians and to create a residential age care experience like no other.

“My team’s ethos is that our Villages are home to our residents, and we – staff and volunteers – are guests in their homes. Our residents are always our number one priority and I feel privileged to be able to work with seniors.”





# For the love of good food

Tracy Bannerman from Feros Care's Byron Bay Village won the 2015 Northern Rivers Novaskill traineeship Hospitality Trainee Excellence award.

Jennene Buckley, CEO said: "Tracy epitomises the Feros culture of lifelong learning and turned her passion into her career. She started working in domestic care with Feros, and in a chance conversation told Head Chef, Rick Stewart, how much she enjoyed cooking. This

was the start of Tracy's new and exciting career with Feros.

"Every day, Tracy serves up her skills and love of food for our residents to enjoy. This passion is so important because food is a highlight in the day for our residents.

Tracy said "Every day I look for new and interesting things that residents love to eat. I love baking and the residents love their sweets, so it's a perfect match."



## Finalist – Executive of the Year

Feros Care's Chief Customer Officer, Beverly Smith, was a finalist in the CEO Magazine's 2015 Executive of the Year, in the Innovation and Design category.

Beverly's career in the health and ageing sector has focused on developing sustainable products that respond to the needs of customers.

Beverly said: "Gone are the days where consumers passively accepted available services. Today, they rightly have a strong voice, and it is imperative that the aged care sector listen to them."

Jennene Buckley, Feros Care CEO said "A key component of Beverly's role at Feros Care is to investigate and develop a range of innovative health and care services that complement our existing services."



## Innovative high quality aged care

Feros Care received the 2015 Better Practice Award for our revolutionary eVillage program. The Australian Aged Care Quality Agency award showcases innovative, high quality aged care practice in the aged care community.

eVillage enables residents to connect 'virtually' with general practitioners and specialists using an iPad, high speed WIFI and video conferencing software.

Sarah Marciano, Feros Care's Director Residential and Clinical Services, said: "eVillage reduces the frequency that frail and / or unwell residents need to travel to doctor's surgeries or hospitals. GPs are also embracing the program because they can monitor their patients' well-being more often.

"One of our residents was previously paying \$500 in disability taxi fares to travel to and from specialist consultations. His once very expensive half day journey has now become a 30 minute virtual consultation."

In addition to the Best Practice Award, Feros Care's revolutionary eVillage program also received a Highly Commended Award at the Information Technology in Aged Care (ITAC) conference.

# Preparing for natural disasters



**Australian summers are a time of extreme weather conditions, and many of you may live in areas prone to cyclones, flooding or bushfires.**

To help you prepare for unpredictable weather situations, we recommend you prepare a few simple steps:

- 1. Create an Home Emergency Kit**
- 2. Prepare a contact list of people you can turn to for assistance in a time of emergency**
- 3. Make a plan of who you can stay with in case of an evacuation**

## Emergency kit

An Emergency Kit contains essential items that you and other members of your household may need during and after a severe storm or natural disaster like a bush fire.

Your emergency kit should be able to sustain you for at least three days in case essential services have been disrupted or you have been isolated by floodwater.

**The following basic items should be included 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 (with batteries or wind-up)**
- 3. Torch (with 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**

## Tips:

- **Keep your kit in a waterproof box and store it in an easy to access location.**
- **Check your Home Emergency Kit regularly and re-stock any out-of-date items.**

## What to do when warnings are issued?

- **Ensure your pets are secured inside your home**
- **Locate your emergency kit**
- **Make final preparations for your household**
- **Listen for updates on your battery-powered or wind-up radio**
- **In a storm shelter in your strongest room (unless instructed to evacuate)**

## Who to call in an emergency?

- 1. If your situation becomes life threatening 000**
- 2. SES for flood or storm emergency 132 500**

The SES are volunteers and they will respond as soon as possible.

In a large scale event the SES will be overwhelmed with jobs and may not be able to help you for hours or days.

### **3. The Feros Care Community Gateway Team.**

Feros Care staff will not be able to drive to you in dangerous conditions, however please contact Feros Care to let us know if you have evacuated to a safe location.

If you are evacuated it is really important that you advise the Community Gateway team on the Feros hotline number listed on your fridge magnet.

In an extreme weather situation, we will attempt to contact every Feros Care client who normally lives in the area to confirm their health and safety.

If we are unable to contact you – especially if you have a chronic medical condition – we will be incredibly concerned about you and will call emergency services.

**Thank you for your cooperation and for including Feros Care on your emergency contacts list.**

## Community Gateway hotline numbers

- QLD 1300 558 313**  
**NSW 1300 559 310**  
**VIC 1300 556 427**  
**TAS 1300 556 460**



*"Julian's service is excellent (the driver and coordinator). He is so caring, helpful and wonderful. I haven't had an average outing yet, they have all been fantastic and couldn't recommend them enough!"*

# Fun, friendship and fantastic days out!

## Travelling on a Feros Care bus

Feros Care's social calendars include a range of exciting and affordable trips for seniors living in the Gold Coast, Wide Bay and Darling Downs regions.

This unique program includes a door-to-door transport service. We make it easy, and pick you up from your home for a day out and bring you back home in the afternoon, and this is all included in the trip cost!

People are loving these trips, and some have even said that the social calendars have changed their lives! They are visiting new places and meeting new friends. The success of these programs is seen by people eagerly awaiting the next calendar to be released so they can book multiple trips.

*"I've made many new friends on the outings. Recently I had an absolutely lovely time on the Teavine Teahouse outing, it was really, really nice and I was able to catch up with four friends that I made from other outings."*

Some of the recent outings have included visits to tea plantations, cuddling Australian wildlife, journeying to historical villages, op-shopping, wine tasting, learning the art of chocolate making, and relaxing over long lunches in the hinterland – just to mention a few!

If you're looking for some great days out and are ready to embrace new experiences and adventure with friends, then these trips are for you.

### Steps to get involved:

1. For more information, call **Feros Care** on **1300 763 583**.
2. Our Feros team will put you in touch with the Federal Government's **My Aged Care** (phone 1800 200 422), so you can register for Feros Care's government subsidised social transport trips.
3. Ask My Aged Care to send your referral to Feros Care.
4. Once we receive your referral from My Aged Care, we will contact you to book the next available bus trip in your area.

<sup>1</sup> To participate you must be able to board a minibus unassisted and be over 65 years old, or over 50 years old and an Aboriginal and Torres Strait Islander.

# Pat Tate gets bold not old

**Inspiring. Adventurous. Humble.**

**Three simple words that describe local legend Pat Tate, winner of the Feros Care #GetBoldNotOld competition for 2015.**

**W**ell known to many in the Tweed Shire, Pat is a highly respected community advocate and never one to shy away from a challenge. Whether it is jumping out of a plane to celebrate her 80th birthday or volunteering to help at numerous community functions, Pat is determined to get the most out of life.

“When I lost my husband a number of years ago, I made the choice to stay involved in the volunteering work we had both done together for many years. I took on the role of secretary for the local residents’ association which provided the chance for me to speak out on various matters that affect our community. Doing this was my saviour as it got me out of the house. It feels good to be making a positive contribution to our community.”

In recognition for her outstanding contribution to the local community, Pat was named Local Woman of the Year for Tweed in the 2015 NSW Women of the Year Awards. “I can’t tell you how excited I was to receive the award from my



*The winning pic was taken during the 60 second free fall when Pat decided to give skydiving a go. Pat said “I believe people over 70 should ‘have a go’ at whatever they have been thinking about, after all no one knows how much time we have left, so jump in and enjoy life’s adventures!!!!”*

local State MP, Geoff Provest. He also hosted me on a visit to the NSW Parliament in Sydney. I was treated like a VIP and it’s a day I will never forget!”

Pat is a proud mother of four grown up children and grandmother to 10. “I’ve always wanted to skydive but my husband wouldn’t do it with me. I’m a pretty determined person and luckily one of my granddaughters is also a bit of a thrill seeker so she agreed to jump with me.”

At this stage, Pat has no new adventures planned. “I never use age as an excuse to not give something a try.” Who knows what the future may hold for this incredible octogenarian!

## Senior Selfies #GetBoldNotOld

Feros Care has always been on a mission to support seniors to live their best life. Throughout 2015 we ran a Senior Selfies – Get Old Not Bold; a photographic competition, encouraging seniors, 70+, to show how they celebrate ageing.

The idea was to boost the image of ageing and encourage a healthy, happier, more inclusive attitude to ageing in our society.

Over 189 entries from across the world were shared on our Facebook page, and Pat’s skydiving adventure was voted number one.



# 5 TIPS to beat the heat

**Summer heat can be scorching in Australia and many people fall victim to heat-related illnesses including heat stress and dehydration. Don't let the heat beat you.**

**Follow these simple tips to staying healthy during long, hot days.**

- 1. Drink water** – Rising temperatures can increase the risk of dehydration and heat-related illnesses, so it's vital to keep hydrated by drinking plenty of water in the summer months. Drink constantly throughout the day – waiting until you feel thirsty may mean you are already becoming dehydrated. Limit caffeine and alcohol intake, as it can dehydrate your body further.
- 2. Eat well** – It's important to maintain a healthy diet, even if your appetite decreases in the hotter months. Australian Government guidelines recommend daily serves of protein, vegetables, fruits, cereals and dairy. Eating foods like fruits and vegetables which have a high water content can also increase your fluid level. Eat small meals throughout the day to keep up energy.
- 3. Stay cool** – Stay indoors during the warmest hours of the day (between 10am and 2pm), with blinds or curtains closed to keep rooms cool. Make sure you use a fan if you have one, or if you do use an air conditioner, set it at 24 degrees. This will reduce the effect heat has on your body if you go outside. Taking cool baths or showers during the heat of the day, or swimming in the early morning can help keep your body temperature from rising too high.
- 4. Wear light clothing** – Avoid leaving the house during the hottest hours of the day. If you have to go outside, wear loose, breathable clothes and a wide-brimmed hat. Remember to apply sunscreen and carry a water bottle with you.
- 5. Keep in touch** – Stay in regular contact with friends and neighbours who can monitor you. Also consider a personal alarm linked to a 24/7 response centre in case you need help at any time. For information on personal alarms, phone Feros Care on 1300 851 771.



**Get help automatically if you fall.**

**New lightweight pendant that detects falls  
- no need to press a button.**

**For complete peace of mind, call today on 1300 851 771.  
[www.lifelinkresponse.com.au](http://www.lifelinkresponse.com.au)**

 **feros care**  
lifelink telehealthcare

FER0251 1015

# Weekly meal planner

Food glorious food – Use the information on pages 14–15 to think about meals that have a positive impact on your health and happiness.

Preparation is everything – this meal planner takes the stress out of last-minute meals.



	Breakfast	Morning Tea	Lunch	Afternoon Tea	Dinner	Snack
<b>Sunday</b>						
	Breakfast	Morning Tea	Lunch	Afternoon Tea	Dinner	Snack
<b>Monday</b>						
	Breakfast	Morning Tea	Lunch	Afternoon Tea	Dinner	Snack
<b>Tuesday</b>						
	Breakfast	Morning Tea	Lunch	Afternoon Tea	Dinner	Snack
<b>Wednesday</b>						
	Breakfast	Morning Tea	Lunch	Afternoon Tea	Dinner	Snack
<b>Thursday</b>						
	Breakfast	Morning Tea	Lunch	Afternoon Tea	Dinner	Snack
<b>Friday</b>						
	Breakfast	Morning Tea	Lunch	Afternoon Tea	Dinner	Snack
<b>Saturday</b>						





# What's your Pearl of Wisdom?

Our life's journey provides us with many adventures and opportunities to learn from our past actions. As we have all said on more than one occasion "if only I knew that when I was younger" or "ahhh the benefit of hindsight..."

*Because... with age comes wisdom, with wisdom comes insight and incredible pearls of wisdom that are important to share!*

We are excited to celebrate this age-old wisdom so have created the Pearl Of Wisdom campaign to support, promote and draw attention to the wealth of knowledge and wisdom Australia's ageing population have to offer as living legacy.



*Now we are asking what pearl of wisdom you would share with your younger self (or teenager, a child or young adult).*

## 6 ways to get involved:

- 1. Share your wisdom** Post a POW card to your Family and friends – with these FREE Pearl of Wisdom postcards! You can also post your Wisdom direct to our website!
- 2. Tell the world** Upload your Pearl Of Wisdom [www.feroscare.com.au/pearls-of-wisdom](http://www.feroscare.com.au/pearls-of-wisdom)
- 3. Host a POW WOW** Plan a Pearl Of Wisdom discussion group with friends and family, local community or neighbourhood! Download your FREE invites at our website.
- 4. Join the conversation** Visit our POW website blog
- 5. View other Pearls Of Wisdom** View Wisdom from others at our POW wall
- 6. Watch & be inspired** By our inspirational videos (created by people just like you)

**Want more complimentary Pearl of Wisdom Postcards to share?  
It's easy, fill out your order at [www.feroscare.com.au/pearls-of-wisdom](http://www.feroscare.com.au/pearls-of-wisdom)**

**Follow us on Facebook to check out our daily Pearl Of Wisdoms entries.**



At Feros Care we remain focused on our powerful mission to support seniors to live their best life through our **Celebrating Ageing** campaign.



# GET BOLD, NOT OLD.

**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