

feros

WINTER
2019

COVER STORY
**GIVING BACK
CONTROL**

FINDING PURPOSE
**POST
RETIREMENT**

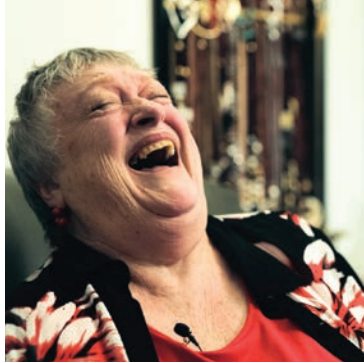
DON'T BE A GALAH
**WHEN IT
COMES TO
DISABILITY**

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Sam Venn Photography



feroscare.com.au   

FEROS CENTRAL

Ph: 1300 763 583
Fax: 1300 850 770
Email: advisors@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
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

FEROS VILLAGE BYRON BAY

Cnr Marvell & Cowper Streets (PO Box 585)
Byron Bay NSW 2481
Ph: 02 6685 7676 Fax: 02 6685 5176
Email: 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

FEROS CARE HEALTH & WELLNESS

Level 3, 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

LIFELINK EXPERIENCE CENTRE

Unit 22–23/25 Ourimbah Road
Tweed Heads NSW 2485
Ph: 1300 851 771
feroscare.com.au/alarms



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facebook.com/feroscare



CEO'S WORD

WELCOME TO THE WINTER 2019 EDITION OF FEROS MAGAZINE

Our mission is to encourage, support and celebrate our clients – helping them to live their best, bold lives. Whatever this means for you, we're sure you'll find something to celebrate in this edition.

Our cover story features an exciting Australian first for Feros Care and one that focuses on the innovative use of technology to give back control to our clients. We've got some more tips on page 16 from Tristram Peters, this time for anyone who's ever felt awkward, uncomfortable or worried that they've been rude when it comes to people with disability. We're also delighted to showcase some fabulous fashion trends for over-50s on page 28.

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.

It's been a busy time at Feros Care since our last edition. With the extension of our Local Area Coordination (LAC) contracts in all five of our regions, the team continue to connect with their communities and support people with disability and their families and carers. I'm very proud of the difference Feros Care and our team are making to people's lives – whether it be helping clients overcome the limits disease has imposed on their lives, or promoting inclusion of people in the LGBTQIA+ community, at Feros Care we care for people.

There are some exciting projects in the works. On page 33 we're inviting people to nominate for our latest – Gran Slam! Open to seniors 70+ who live on the Gold Coast and surrounding regions, this is a chance for wordsmiths of wisdom to write and perform poetry that moves and inspires. If this sounds like you (or someone you know) I recommend nominating now!

Speaking of inspiring – have you heard of Eileen Kramer? At 104 years young, this living legend remains an active creative and dancer. We've got two signed copies of her fascinating book to giveaway. See page 22 for details.

We're also working toward Season 2 of Fearless Films. If you haven't already, I invite you to discover Season 1 first! 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. Visit feroscare.com.au/fearlessfilms to view them all!

I hope you enjoy reading this edition of your Feros Magazine.

Jennene Buckley
CEO

MARDI GRAS MANIA HITS FEROS CARE

Feros Care jumped on the Sydney Gay and Lesbian Mardi Gras bandwagon (or should we say 'float'?) during March. The Feros Care Be Well team shared lots of information and stories across the organisation to help raise awareness and understanding of the LGBTQIA+ community.

The pinnacle of the week was the LGBTQIA+ celebration on 7 March which saw festivities across a number of our sites and a spectacular float parade at the Coolangatta Business Centre, led by our CEO Jennene Buckley. What better way to celebrate equality, diversity and inclusion – and have some fabulous fun!



FEARLESS ON THE RED CARPET

In December 2018, Fearless Season 1 launched in Byron Bay to an enthralled audience. Prior to the launch, the stars arrived by limousine to their very own film premiere, walking the red carpet to

mingle with friends, family and well-wishers – including the fabulous Lisa Hunt! Catch up on Season 1 by visiting feroscare.com.au/fearlessfilms so you're ready for Season 2 – coming soon!



VIRTUAL VISITS

The experiences and connections offered by our Virtual Senior Centre continue to grow. In 2019 facilitators have taken the show on the road, with live streamed visits to exciting

spots, including farms, Taronga Zoo, Currumbin Wildlife Sanctuary and even Nimbin!

Virtual Senior Centre clients get to interact and ask questions live,

allowing those who may be unable to visit these places themselves, a much more interactive experience than a video or photos would provide.

Where should the team visit next?



IT'S THE LITTLE THINGS WE DO

This is the ethos of our Community Support Workers. Debra Dixon recently exemplified this – helping one of our clients reconnect with his brother in Austria.

Deb was on a social visit with her client who was very upset because he was no longer able to make international calls from his phone, and couldn't work out why. She assisted him to call his phone company and advocated on his behalf as his international connection had been cut off during a system change.

After being advised that a form would be posted out in three business days, which would then have to be filled out and mailed back, adding more and more time, Deb could see how devastated her client was at the prospect of additional delays.

Being a problem solver, Deb asked if the form could be emailed to her instead. After some hasty emailing and follow up with the Telco, she waited patiently on the telephone for them to reactivate international dialling straight away.

Our Client called his brother as soon as it was set up!

Deb says, "It's the little things we do, a few minutes of my time and the happiness it brought him was priceless."

LOCAL AREA COORDINATORS MAKE US PROUD



As an organisation that values care and compassion, it's not surprising that we attract team members who go above and beyond in their service to both their clients and their communities. We've stopped being surprised when we hear of the good work they're doing in their own

communities, and we're proud to shine a light on them.

Kelly Collings and Peter Gorman from our Townsville office serve in the Rural Fire Service and State Emergency Service (SES) respectively. Their service during floods and fires has earned them service awards and Australia Day honours.

Further South, our Adelaide crew is proud to have Phil Tann in their ranks. Phil is nearing 20 years with his local SES – a stint which has seen him earn a number of prestigious awards too!

But they're not in it for the glory – as Phil says; "You're not there to be a hero. It's about serving your community."



COMMUNITY CONNECTIONS MAKE A DIFFERENCE

AS LOCAL AREA COORDINATORS OUR MAIN FOCUS IS ACTING AS A LINK BETWEEN THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) AND PEOPLE WITH DISABILITY. HOWEVER, WE PRIDE OURSELVES ON GOING THE EXTRA MILE FOR OUR PARTICIPANTS.

That's exactly what Feros Care Local Area Coordinator Victoria Zelipski did recently for Linda Nonnis who is a visually impaired NDIS participant.

"Linda didn't feel safe going to her letterbox at the end of her units for a variety of reasons, including her safety, but was told that Australia Post were unable to move it. That's when I decided to use the relationships we have developed with other agencies to give her a voice".

"I reached out to Australia Post to convey the seriousness of the issue and the impact it was having on Linda's life. That prompted them to investigate further, including a special visit to her home, and we subsequently received the wonderful news that a letterbox could be located closer to her unit.

From there, Victoria liaised with Housing SA, which kindly agreed to install the new box and became the third community organisation to work together to support an NDIS participant.

"It can often be difficult for people with disabilities to navigate such situations on their own so it's crucial that support agencies step up when they can. To have been able to play a small role in bringing a smile to Linda's face has actually brought one to mine as well."

Linda is very happy with the outcome and thankful to have Victoria in her corner.

"Victoria was able to articulate my concerns to Australia Post and the end-result has made a considerable difference to my daily life. When it comes to disability, it's so important

to have people to guide you through certain processes and that has been the case with navigating the NDIS as well," she said.

Feros Care's role as Local Area Coordinators is to assist in empowering communities to be accessible and inclusive, providing further opportunities for community involvement for people living with disabilities to lead connected lives.

"I'm passionate about seeing people with disabilities living better lives and sometimes that can be as simple as helping them secure permission to move their letterbox a little closer to their front door," said Victoria.



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

MERV & RAE 72 YEARS TOGETHER



NOT MANY PEOPLE HAVE SIX OLYMPIC GOLD MEDALISTS AT THEIR 90TH BIRTHDAY PARTY. MERV EDWARDS DID.

“I played hockey when I was younger. I played for Queensland in 1947 and '48; then I turned 21 and did a stupid thing that spoilt my hockey for quite a long time... I got married,” Merv says with a cheeky smile and a glint in his eye as he nods towards Rae – his wife of 70 years.

Merv's representative hockey days might have ended prematurely, but his association with the sport runs deep.

He was one of the founders of the Kingscliff Hockey Club – a club that has fostered more state and national players than any other in the district. He has an oval named in his honour, and he recently won an award for Outstanding Service to Tweed/Murwillumbah Hockey.

On top of their own involvement in hockey, Merv and Rae's grandson, Australian hockey great Nathan Eglington OAM, gave the couple the chance to travel with the Australian squad – engraining them in hockey history with the gold-medal winning team at the Athens Olympics.

But the circumstances around how Merv and Rae became so close to Nathan, and eventually travelled the world with him, are tragic. Even after 30 years, the words still catch in Merv's throat.

“First, our son-in-law got killed. They had four children, and the youngest one was two months old, so we took

them in. That was in 1989,” says Merv.

“Then in '91, that's when our daughter Robyn died. After that, we had nine kids and grandkids living with us for a while. We had them all.”

In their sixties, Merv and Rae were thrust back into young family life, in which kids' sport and school drop-offs were the norm.

“We inherited a new family, and I inherited a new baby,” Rae says.

This is when the travel started. Nathan was 10 and an excellent hockey player, representing his state and country at all levels, meaning interstate travel to some of Australia's best holiday destinations, and long car trips for training.

“Sometimes we were driving to Toowoomba from Kingscliff three times a week and when he was picked in the Queensland and Australian under 18 teams we were driving to Brisbane and back four or five times a week. We drove 70,000 kilometres one year,” Merv explains.

But put it to Merv and Rae that they sacrificed a lot for their family and Rae quickly responds – “we enjoyed every minute of it.”

Merv says if it hadn't been for Nathan's hockey, they never would have travelled.

“We would never have seen these places, we just wouldn't have gone,” he says.

Merv and Rae sold their Kingscliff home in 2018 and now live together in Feros Village Wommin Bay.

Rae says it's nice to be together, and cheekily adds “for a change.” They've spent 72 years by each other's side, so living apart just wouldn't be right – something Feros Care recognised and did everything they could to keep them together.

Apart from regular visits from family, Merv and Rae stay active and social, joining in on Feros Care outings as often as they can.

With some health troubles as they've aged, what's helped them through is their fond memories of family and travel, which have been well documented.

“Rae always kept a book – each trip we did was a story,” Merv says, getting a little teary.

“She wrote everything down – what we did, where we went to, where we stayed.”

Thanks to his beloved wife's books, the Edwards' adventures will long be remembered.



For more useful, inspiring and entertaining articles visit feroscare.com.au/feros-stories

GIVING BACK CONTROL

INTRODUCING MYFEROS AND GOOGLE ASSISTANT – AN AUSTRALIAN FIRST

MyFeros is an app that allows Feros Care clients to manage their services quickly and easily – leaving them more time to enjoy their lives. The app enables them to view their upcoming services and carers at a glance, keep track of their financial journey and share messages with Feros staff via their computer or tablet.

Piloted in 2018, the app was an instant hit with clients who welcomed the extra control it gave them.

But something was missing. Feros Care Chief Information Officer Glenn Payne says, “A few months ago we visited one of our clients who is using MyFeros and saw that navigating the portal on his tablet was frustrating him because he has Parkinson’s. We walked away realising we hadn’t been inclusive of his needs, let alone others with dexterity or sight issues.”

Enter Google Assistant, the technology that allows users to speak voice commands to seek information and interact with services.

“We needed a way to cater for all our clients, not just those who

can use a computer, and voice-command technology enables us to do that,” Mr Payne said.

“Having chosen the Google Assistant as the platform, our team of developers spent several months configuring our internal systems to link the MyFeros portal with Google in a secure manner and we can see that our pilot participants are now using it daily.

“By simply using the voice command ‘Hey Google, ask Feros Care’, they are able to find out what appointments are upcoming, which carers will be visiting them, information about their accounts and whether they have any messages.

“This is just another addition to our technology armour to help people live in their homes longer,” he said.

“Working in aged care, we find it’s hard for people who have been independent their whole lives to suddenly rely on others to provide services for them.

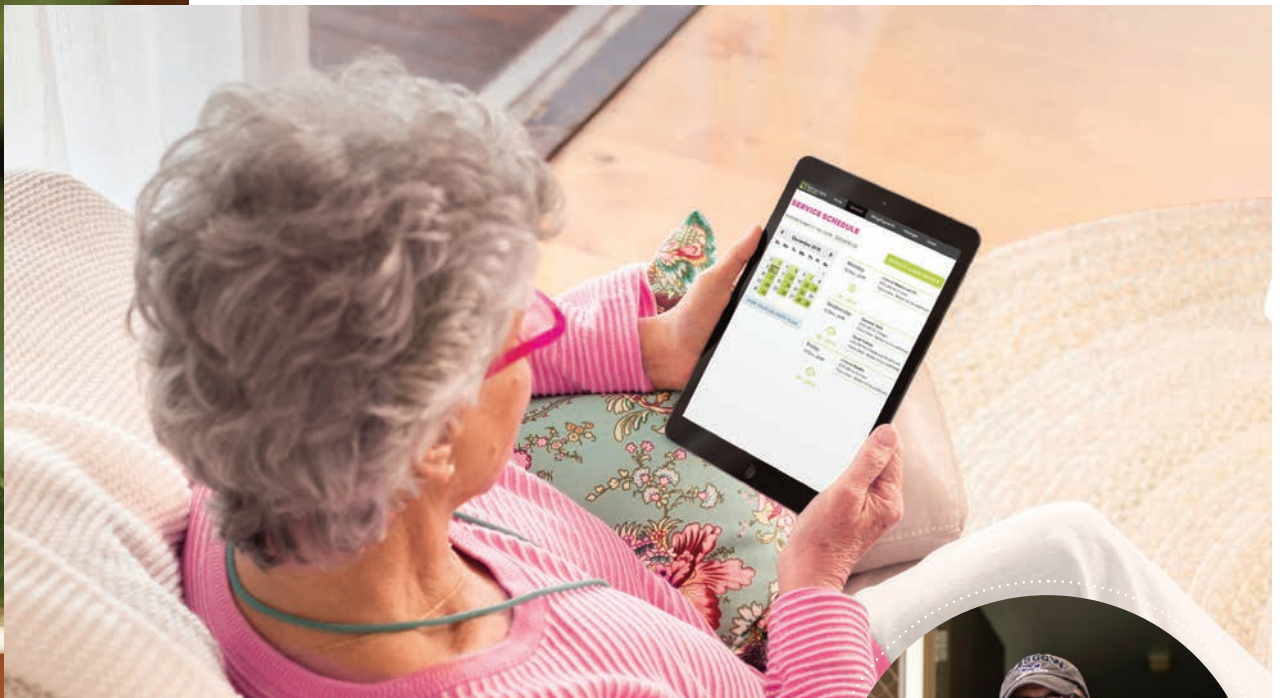
“We’re excited that MyFeros and our use of Google Assistant are giving them back control and we’re going to keep embracing any technology we identify that will help our clients.”

“**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,
MYFEROS USER**



For more information on MyFeros and Google Assistant visit feroscare.com.au/myferos



WHAT DO OUR CLIENTS THINK?

Combining MyFeros with Google Assistant has made life easier for Bill, who has lived with multiple sclerosis for almost four decades.

“I look fine when I’m sitting like this but I do struggle with certain tasks, and that’s where Google Home and Google Assistant are perfect for me,” says Bill.

“I can’t use a scroll pad on a laptop. I’ve had operations on my voice box and sometimes struggle to find the right words on the phone. Google Assistant has helped counter that and I’m sure there will be a lot of seniors or people with a disability who will benefit from the technology.

“It helps you communicate, participate and maintain your independence.”

An early adopter of Google Home technology, Bill was one of the first people to join the pilot after his Feros Care case worker identified him as an ideal candidate to trial the service.

A few months on he is delighted to be playing a role in shaping what is the first example of an aged care provider offering the voice-command technology.

“Everyone relies on someone in life but when you’ve got a disability, that dependency increases significantly,” Bill said.

“That’s why when technology like this comes along you should grab it with both hands. I know it’s made my life a lot easier.”

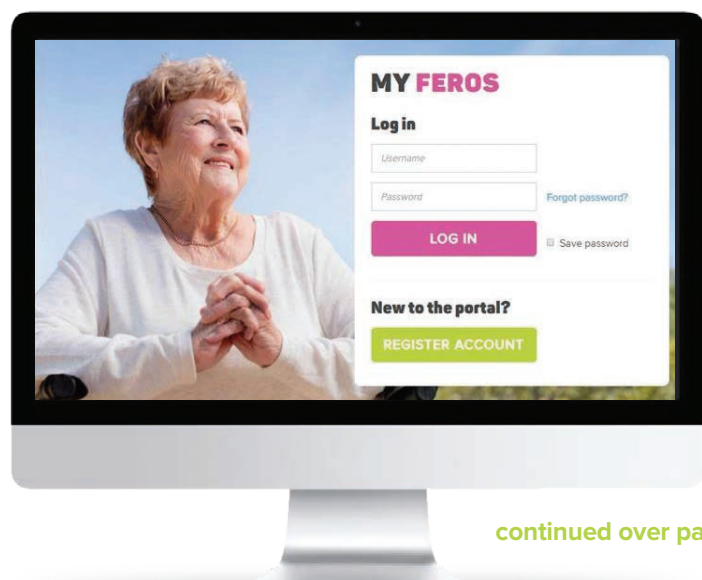
Bill Bryce has a simple message for any seniors offered the chance to trial Feros Care’s latest technological innovation – just do it.



**BILL BRYCE,
66 YEARS YOUNG**

“You’ve got to embrace technology no matter how old you are. I’ve been fortunate to be part of the pilot program and it’s opened everything up for me.

“Once you’ve got it all set up, it becomes second nature and I’m sure it will make so many people’s lives easier.”



continued over page →



**PAMELA HANLEY,
77 YEARS YOUNG**

“I used to get pushed around in a wheelchair but after three months of Feros sending a physiotherapist to help me, I was able to walk a lot better.

“I wouldn’t have the independence I have without Feros – and independence is the most important thing you can have.”

As part of the MyFeros and Google Assistant pilot program, that independence extends to Pamela being able to keep track of her Feros Care services via MyFeros.

“MyFeros and Google Assistant helped me when I came out of hospital and couldn’t get out of bed. I wasn’t able to get to the computer.

“I was able to ask Google Assistant what services I had, who was coming and what times they were coming – and any information I needed about messages and anything else.”

She can monitor and reschedule

her upcoming services and carers, access her financial account and share messages with staff – all without picking up the phone.

Not that Pamela foregoes the personal connections she loves.

“All the Feros staff I deal with are ‘my girls,’” Pamela says.

“They’re just wonderful and have become my friends. I went to have a meeting with them the other day and because it was my birthday, they threw me a party. They didn’t have to do that but that’s the type of people they are.

“I don’t want to sit here and say ‘It’s the best organisation in the world’ but it is to me... they care about their clients.”

DIGITAL WELLBEING

At Feros Care we embrace innovative technology for the potential it has to improve the lives of our clients.

Technology that has helped hundreds of seniors reduce feelings of isolation by connecting with other people like them via our Virtual Senior Centre.

Technology that has helped seniors and their loved ones have peace of mind with personal alarms and telehealth programs.

Technology that has helped seniors have more control of their lives with MyFeros and Google Assistant.

We’re mindful too, that digital technology can sometimes distract from our lives if there isn’t a balance. That’s why it was such a



pleasure to reveal MyFeros and Google Assistant at Google’s Digital Wellbeing Breakfast in March. Google brought together experts, researchers, YouTube creators and our own team to discuss how to get the most out of technology to motivate healthy habits, and find the balance.

Feros Care Chief Information Officer Glenn Payne presented on the MyFeros and Google Assistant project and Google flew our client Pamela Hanley down to the event so she could meet the team as well.

Top row, left to right: Hannah Frank, Manager, Public Policy and Government Relations Google, Camila Hynes, Head of Marketing Feros Care, Glenn Payne, CIO Feros Care. Bottom, left to right: Aisling Finch, Director of Marketing Australia & New Zealand, Google, Pamela Hanley, Feros Care client

Images: Sam Venn Photography



THREE TIPS TO ENHANCE YOUR DIGITAL WELLBEING

1. Let technology enhance your wellness.

The Headspace App is a personal meditation guide, right in your pocket. Known to help with stress, focus and compassion, meditation is made easy with the app. Visit [headspace.com](https://www.headspace.com) for more information. Available via the App Store and Google Play. Also compatible with Google Assistant.

2. Trust your instincts online.

Apply the good judgement you use in person, to the online world. Generally, if it seems too good to be true, it is! The Australian Government website Scamwatch ([scamwatch.gov.au](https://www.scamwatch.gov.au)) is an excellent resource to keep you abreast of known scams.

3. Use technology to avoid technology overindulgence.

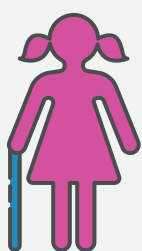
Most mobile phones have built in timers to gently remind you when you reach pre-set limits. If you’re mindlessly scrolling it’s a good idea to put down your phone and do something else!

QUICK FACTS ABOUT CHILDREN WITH DISABILITY IN AUSTRALIA

Every parent knows the dread that comes with thinking about their child being sick or injured. It's a tense knot that ties itself in your stomach and won't release until you know your child is safe and well.

When you find out your child has a disability, it can feel like that knot is going to be there forever. You might feel alone – but you're not. The upcoming challenges have been faced – and overcome – by a parent just like you.

Here are some quick facts about raising a child with disability in Australia.



7.3%
OF CHILDREN IN AUSTRALIA HAVE A DISABILITY¹



MORE THAN **70%**
OF NDIS PARTICIPANTS AGED 7-14 HAVE AUTISM²



91%
OF PARENTS AND CARERS BELIEVE THE NDIS HELPED WITH THEIR CHILD'S DEVELOPMENT³



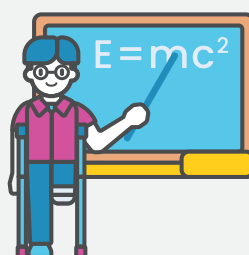
19.4%
OF STUDENTS IN AUSTRALIA HAVE A DISABILITY OR LEARNING DIFFICULTY³



81%
OF CHILDREN WITH DISABILITY ATTEND A MAINSTREAM OR SPECIAL SCHOOL⁴



NEARLY **4 IN 5**
PEOPLE WITH DISABILITY LIVING IN HOUSEHOLDS PARTICIPATE IN PHYSICAL ACTIVITIES, VISIT PUBLIC SPACES AND ENGAGE WITH FRIENDS AND FAMILY¹



NEARLY **60%**
OF PEOPLE WITH DISABILITY AGED 35-44 IN AUSTRALIA ARE EMPLOYED⁵



To help you prepare for the journey ahead, we've created a timeline for parents of children with disabilities. To access, visit feroscare.com.au and search 'children and disability'.

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5. <https://www.humanrights.gov.au/publications/issues-paper-employment-discrimination-against-australians-disability/5-what-do-we-know>

FRED & NICK HITTING GOALS



FRED WARD LED AN ACTIVE LIFE. HE SWAM, PLAYED SQUASH, FREQUENTED THE GYM, EVEN RAN A MARATHON.

He and wife Shirley loved to ballroom dance, particularly rock 'n' roll – so quick was Fred on his feet. They travelled and visited the home of Elvis and Fred never missed taking his kids to a Collingwood Magpies match.

Then it all changed.

Fred, known affectionately as 'Freddo Frog', was diagnosed with Parkinson's which slowly stripped him of his ability to live the active life he'd always led.

"I used to play golf regularly but now I can't do it. I used to run a marathon but now I can't do that. I used to play squash but I can't do that. I look at those things that I can't do anymore and..." Fred trails off.

But something is changing.

73-year-old Fred was assigned Nick Edwards as his exercise physiologist.

"I started working with Fred to improve his general health and mobility, mostly around the house," says Nick, a 28-year-old with an enthusiasm for helping people get the best out of themselves.

"We started with basic stuff to improve strength and function and with hard work and dedication, Fred was able to enjoy his croquet and lawn bowls again, as well as regularly use the local gym and pool.

"We needed a new goal and Fred mentioned he loved golf. So do I! That was that – we were going to re-learn how to hit a ball with Fred's new limitations."

Nick designed a training program.

"The difficulty with Parkinson's is it affects fine and gross motor skills," says Nick.

"Things like bending down and picking up a ball, it seems simple to us, but it's actually an advanced task.



"We developed a program to help him reach his goal – not only being able to hit the ball but to stay balanced and safe afterwards."

The day arrived for Fred to test his skills. He and Shirley met Nick at the Chinderah Driving Range. The scene was set.

"He hit the ball straight first go!" Nick beams.

For Fred, it was a great feeling.

"I used to play golf regularly but I hadn't been on a course for five years," he says.

“ TO HIT A BALL AGAIN WAS WONDERFUL. I STILL HAD IT!

"Parkinson's can make you feel like you've lost yourself, but now I can go to the driving range and for a little bit, I feel like I am the person I used to be. I come home feeling happy with myself."

For Nick, it's why he goes to work every day.

"Getting to help people get back to doing something they really want to do is so much more valuable than

sitting on an exercise bike," he says.

"These things make my day. It's the best. It's the best part of my job. To see people, for the first time in ten years, do something they thought they'd never do again is awesome. It's why I do what I do."

Fred and Nick's next goal? The beach – and there's no doubt they'll get there.

"Fred has Parkinson's but that doesn't define him. He is active, personable, clever and determined," says Nick.

"His disease makes it dangerous or difficult to move at times, but he's just got this really great attitude. Even if he's having a bad day, he's very open about it so we talk and try and turn it into a good day. He's always motivated and keen to improve. He's just a really great guy – and he's helped me improve my golf swing!"

"I trust him," says Fred.

"He always listens and is willing to help me do the things I love, rather than just exercises. He's already taught me to walk again and if he says that one day we'll walk along the beach, then we will. We'll get there."

WOMMIN BAY CELEBR

WHEN YOU'VE HAD A MAKEOVER YOU NEED A PARTY TO CELEBRATE!

That's exactly what we did in April, with a fun, funky and festive celebration of the freshly refurbished Feros Village Wommin Bay.



ATES!

ART AND ACTIVITIES

As well as food, drinks and formalities, Feros residents, family and friends were treated to guided tours and a taste of the activities on offer for our seniors. These included Laughter Yoga and a special art class by world-renowned Aboriginal Artist, Danny Eastwood.



DON'T BE A GALAH

WHEN IT COMES TO DISABILITY

by Tristram Peters



IF YOU'VE EVER FELT AWKWARD, UNCOMFORTABLE OR WORRIED THAT YOU'VE BEEN RUDE WHEN IT COMES TO PEOPLE WITH DISABILITY, THIS QUICK AND EASY GUIDE IS HERE TO HELP YOU!

Unsurprisingly, I did my fair share of hospital appointments growing up. I had rod surgery to fix some overzealous scoliosis, I checked in for a nasty bout of pneumonia, and I had a litany of sleep studies (where, ironically, one never sleeps). I'm blessed that my appointments are now few and far between, because the truth is my appointments were the most boring moments of my life.

To make things interesting, my specialist used to sign me up to student exams. Basically, all his prac students would do mock exams and attempt to diagnose my rare and mysterious disability for assessment. What struck me, even as a kid, was how the young doctors would treat me. Some would speak down to me, speak loudly as if I were deaf, or ask insanely irrelevant questions that flared from their own flawed

assumptions. Simply, if doctors are getting disability wrong, we need to reassess how disability is treated in society overall.

As a result, I've come up with four rules you need to know so you're not a galah when it comes to disability.

RULE #1 AVOID STARING

Forget disability awareness, I just don't want you walking into things. I've lost count of the number of people who have stared at me and then gone headfirst into a pole or down a gutter. It's a health and safety hazard, if nothing else!

The worst instance was I when was roughly seven. In my innocence, I didn't think being in a wheelchair equated to fame. But when I was being unloaded from my wheelchair accessible van, 20 tourists rocked up and started taking photos, using

their old Kodak cameras. They'd never seen anything like it and felt compelled to document me.

The reason people stare is partly understandable. (Spoiler: it's not my ruggedly good looks.) It's in seeing something out of the ordinary, something that doesn't mesh with their 'everyday' view of the world. So they stare, gawk, and sometimes take photos.

The solution is to get more people with disability in mainstream media, to normalise what is, in fact, incredibly normal. Disability is common. For whatever reason, the media doesn't portray this reality. But just because we're not there yet, it doesn't mean you should start a staring contest; it'd be the same if I started staring at you.

Don't stare, don't film me, and learn a little. Which leads me to my second point.



Even better, the mum should have let the kid ask me questions. One of my happiest moments in life is going to schools and conducting Q&As with kids, whose questions are always good natured and genuinely insightful. When they leave, they cease seeing me as different.

I'm happy to answer a kid's question. Hell, I'm happy to answer your questions too! Just don't launch into a deeply personal question—start by having a conversation with me, like you would with anyone else.

RULE #3 SKIP THAT INSPIRATIONAL TALK

The last time I went to a gig, I got the usual do-gooder. I was chilling at the back of a stage, dancing (or my epic attempt at it), when a fellow gig-goer sidled over and began praising me for 'getting out and about'. He then went the worst next step and told me I was inspirational.

Inspirational? Okay, I understand he was trying to be nice, but the sentiment does more harm than good. Did old mate think I'd just stay at home for the rest of my life because of my disability? Sorry, but I wanna see the world!

The point is, I'm not inspirational for doing everyday things. Just because I have a disability, it doesn't mean I don't have the same drives and motivations like everyone else. Sure, sometimes we have to problem solve to get over innocuous hurdles, but I'm not inspirational.

Soldiers are inspirational.
Doctors are inspirational.
Teachers are inspirational.

People with disabilities can do inspirational things, but we're not inspirational purely because we have a disability – especially not for simply heading to a gig. Truth be told, I just really liked the band hey.

RULE #4 REMEMBER THAT EVERYONE'S DIFFERENT

You're going to hate me, but I'm now going to throw a spanner in the works. Brace yourself, buckle up your ears. Are you ready? Here we go: everyone with a disability is different.

These rules are good starting points, but many people with disability might disagree with some of my points – I have a mate that hates to be asked about their disability. We don't have super-secret disability meetings where we discuss world domination. The truth is we're all different.

So as painful as it might be to read, you have to use common sense in every situation and remember that everyone is different. But if you don't stare, if you allow kids to ask questions and normalise disability, and if you don't call us inspiring for doing everyday things, you're off to a good start!



ABOUT TRISTRAM

Tristram is the Content Manager at Clickability, an Australian disability service directory and Information, Linkages and Capacity Building grant recipient that allows NDIS participants to rate and review their disability supports.

RULE #2 ALLOW KIDS TO ASK QUESTIONS

I was driving in my powerchair down the main street of Caloundra, only a couple years back, when a small child hollered from across the road, 'Mum, it's a giant baby in a pram!' Truthfully, I laughed; childish curiosity is amazing! But what happened next infuriated me... the kid's mum admonished them.

In that small act, the mum entrenched in that kid's mind that I was somehow different. If the mum stopped instead to explain what a giant baby (me) was doing in a pram (powerchair), she would've normalised me and stopped the kid staring at me later in life as an adult.



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FINDING PURPOSE POST RETIREMENT

FINDING PURPOSE LATER IN LIFE IS JUST AS IMPORTANT AS PREPARING FOR YOUR RETIREMENT YEARS FINANCIALLY.

Retirement and approaching your golden years is a contradictory milestone. On the one hand, we often think of the stress-free days of our lives that we have worked so hard to reach. It is the end goal, after all – the happy, relaxed, calm period after a lifetime of busy schedules and lists to tick off.

On the other hand, doing nothing only relaxes us in small doses. There is only so much napping, TV watching, and sitting around that we can tolerate before it becomes a source of anxiety and we begin to question what our purpose in life is now. The question looms and lingers, and facing it might be hard, but it is extremely important.

Finding a purpose helps us get up in the morning, look forward to the day ahead, and go to sleep feeling balanced and accomplished. It might be a cliché, but it is true – purpose gives life meaning.

Over the years, many studies have concluded that seniors with a sense of purpose are less likely to develop Alzheimer's disease, mild cognitive impairment, disabilities, heart attacks or strokes, and more likely to live longer than people without an underlying motivation.

But what does purpose in later life look like?

DO WHAT YOU LIKE DOING

Purpose is different for everyone – it might be related to activities you enjoy, or using work skills in new ways. And other times, it might just be about the simple things.

Klaas Nierop is 87 and has had his fair share of adventures through life. He has seen and lived through things that not many people have; he has sailed the seven seas; he has hosted parties and sunk a boat. And as he

says, he regrets very little of it.

However, when it comes to living a full life, he steers away from materialistic things.

“I’ve made a lot of money in my life, and I’ve lost a lot of money. Big house, big cars – all that sort of nonsense that people praise and think is the ultimate of success, instead of having a happy life and doing what you like doing.”

In the end, going for a kayak with your dog or having people over for a few drinks is what makes life worth living – for Klaas, it’s the small stuff.

Whatever it is for you, try to find happiness in what you do day-to-day – whether that is working on craft projects, practicing a sport, running a social club, or simply going for a walk along the beach. If there is one thing we can take from Klaas, it’s that life should not be rendered by materialistic things.

DO THINGS YOU'RE PROUD OF

When it comes to the nitty-gritty of it, 'do what makes you happy' might not always cut it. Sometimes we're stuck for what that should look like and where we could find it. After all, you can't buy purpose the way you would buy chocolate – although, the two are technically the same, aren't they?

Berenice Lancaster is 77 and she had swum competitively all through her younger years. However, she was involved in an accident that put an end to her swimming career at the time. A few years ago, she got back into it by signing up for the Byron Bay Ocean Swim which sees 2,000 people swimming across the bay annually. For the past two years, Berenice has been the oldest female swimmer – taking home a prize last year.

"I won that. And you know, in my life I've won a few cups and medals and things, but this is really important. I'm really proud of it... It goes to show that we can all do something still, we're not that old."

Pursuing interests and hobbies to a degree that you can be proud of might just be the answer – by pinpointing goals for yourself, you become accountable, which in turns keeps you engaged with everyday life. An overarching purpose – whether that's winning a medal at swimming, setting up an online store for your hand-made jewellery, or even simple tasks such as going for a walk every day or reading a book every week – can help you feel accomplished. Be proud of who you are, what you can achieve, and continue to push your boundaries!

RELIVE YOUR OLD ADVENTURES

Reminiscing is great – looking at old photos, listening to music that has sentimental value, or even talking about past memories can be a lovely way to pass the time. However, looking back serves us no purpose going forward. So what better way to find purpose in old age than by reliving those memories that are dear to us? Retracing road trips can make us see places in new lights, visiting old friends instead of just thinking about them might spark a renewed friendship, and restarting weekly social activities that we used to be part of is good for our mental health.

Peter Warner is 87 and he has decided to recreate his adventures on the sea with his old crew member and friend, Mano. Peter worked as a fisherman all his life, and he rescued Mano from an island where he had been marooned for two years. This led to years of friendship and a lot of work around the Pacific. The two of them have decided to relive some of the old adventures by sailing out to Middleton Reef, where there's very nice fishing.

As Peter puts it, "we hunger for a bit of good life again."

Reliving old adventures can be challenging, but it's always worth it. It can connect you to things you've always enjoyed and give a sense of purpose and accomplishment to life again.

CHALLENGE YOURSELF

Life is made up of challenges. Some are thrown at us without warning, and others we seek out in order to better ourselves. Perhaps the biggest challenge we face as we get



older is a lack of new challenges in themselves. Once you reach a certain age, it feels as though you've already tried everything. This is not true! There are almost certainly a variety of things you haven't given a go yet.

Julie Crow is 75 and she says she used to love swinging on ropes over creeks when she was a kid.

"I love flying through the air. I love the feeling of freedom and speed, and I decided I'd like to see if I could hang upside down by my legs... I wanted to challenge myself and swing upside down on the flying trapeze."

Julie challenged herself and came out victorious. All her life, she's never said no to things. She always wanted to give every challenge a try – she's always wanted to have a go.

"There is going to be a time when I'm not able to do it and I will say 'why didn't I have a turn at that?', or 'why didn't I try that when I had the opportunity?' So it's about having a go and seeing what happens."

Challenges – by nature – aren't easy. But overcoming them can make you feel you're going somewhere, and not just standing around idly waiting for life to happen to you. Go out of your way to challenge yourself, and see how far you can go – you might surprise yourself!

FEARLESS TALES OF SENIORS LIVING BOLDLY – ON FILM

All of the above seniors have one thing in common – they are fearless. Their stories are ordinary and extraordinary at the same time. Finding purpose in later life can definitely be hard at times. But if you press on, challenge yourself, and do the things you enjoy and are proud of, you will find yourself feeling on top of the world.

To watch all Fearless Films documentaries, including the four people mentioned above, go to feroscare.com.au/fearlessfilms





RON JENNINGS

MOVES FROM RESIDENTIAL CARE TO INDEPENDENT LIVING

When a person moves into an aged-care facility, it's generally accepted they will live out their days there – not Ron Jennings.

After residing in two Feros Care villages, the 86-year-old has moved back to Ballina to live independently.

“I would say that in Feros Care, I got so much help that I got better,” says Mr Jennings, who initially moved to Wommin Bay Village with his wife, Ruth and their dog, Rusty in 2015.

Ruth was suffering with dementia and after caring for her at home for 10 years, Mr Jennings couldn't cope any longer.

“It was a gradual thing, but it got to the point where it was too stressful and I just couldn't cope – she just wouldn't cooperate with me,” he says.

“My daughter is a nurse and she recommended Feros Care because she has worked in all the facilities and knew which one was best.

“The Wommin Bay Village assessed Ruth for high care and they realised

that I was cracking up a bit under the stress so they agreed to take me in as well.”

It was this opportunity to continue living with his wife and remain involved in her care that was a breakthrough for Mr Jennings.

“I wanted to keep caring for Ruth but I just couldn't do it on my own anymore so I really needed Feros' support.

“I still wanted to be involved in her care and Feros allowed me to do that.

“I had easy access to Ruth's care manager, doctor and staff and the ability to talk things over with them.

“It was a great comfort to me as I felt as though I could still contribute to her care and I still had some control over decisions. It worked very well.”

Mr Jennings said the support he received ensured his wife was looked after, and he too could recover from the stress of having been her sole carer for so long.

“The care of my wife was excellent but Feros Care also helped me through my own stressful time.

“With their support and some counselling, I was able to regain my health.”

Then sadly, in December 2017, Ruth passed away.

“When Ruth died, that was the end of my role as a carer,” says Mr Jennings.

“While I was grieving I felt as though I was still capable of doing things myself and felt as though I should contribute as much as I could.

“ I DECIDED I WANTED TO GET BACK INTO THE COMMUNITY AND BECOME INVOLVED IN THINGS I'D BEEN IN BEFORE.

While he was eager to get back to living independently, Mr Jennings, who had now been widowed twice, knew it was a big adjustment.

He decided to look into the Feros Care Byron Bay Village – a community for people with low-care needs.

“My time in there was enjoyable. It was excellent for walking. I was clocking up about 5km a day along the beach and around the streets.

“The carers are very good and it was nice to have company around after living with someone all my life.”

After about six months in Feros Care’s Byron Bay Village Mr Jennings felt well enough to move back out on his own.

“I found a very suitable place at Ballina – just down the road from where Ruth and I used to live,” he says.

“The staff at the village were very helpful and assisted me with my arrangements. They even gifted me with a kitchen hamper.

“Moving back out was a bit of a deal after two and a half years in care. My situation has changed and that’s been the adjustment I’ve had to make – the fact that now I’m on my own.

“I’ve made some friends and get out and about a bit for coffee and things like that.

“I keep working at my body, mind and spirit. I play certain things on the computer for my mind, I walk every day, I work on my health from all angles.

“I’ve got to keep my own equilibrium otherwise I’m no use to anybody.”

The father-of-six, grandfather of “about a dozen” and great-grandfather to “about the same number” was a much-loved resident of both villages.

Feros Care resident support liaison Alex McCord says Ron has been an inspiration to residents and staff alike.

“It was a big decision to come into care with his wife, and Ron showed enormous strength in recognising that he not only needed assistance supporting Ruth, but also needed support himself,” she says.

“As Ron gained physical and emotional strength following Ruth’s passing, he began giving back, helping other residents and staff.

“A move to our low care village at Byron Bay helped Ron gradually make the transition from high care back into community living.

“He truly embodies the ‘grow bold’ philosophy of Feros, and we can’t wait to hear about his next adventure.”

Ron has recently received a Home Care Package, and we’re delighted to support him to continue to live his life in the way he wants.

TRIED & TESTED TIPS

FOR COMMUNICATING WITH A LOVED ONE WHO HAS DEMENTIA

If you are living with a parent with dementia or Alzheimer’s, communication can be one of the most difficult barriers. While the internet is full of forums for carers and relatives of people living with dementia, your case will always be a tiny bit different to someone else’s. However, these are some universal truths that we have encountered within our villages and our clients’ homes.

Ask closed questions with limited possible options

When posing a question to your parent with dementia, fewer options will mean a quicker response. As much as you can, try to phrase questions so that they have a direct yes or no answer. For example, instead of asking, “What would you like for breakfast?” you can ask “Would you like some scrambled eggs?”.

Give your loved one time to respond

People with dementia take longer to process language. That’s why it’s important to give them the time and space to respond to questions instead of rushing them. Get comfortable with longer pauses in conversation. It isn’t their fault, and they can’t help it.

Accept what they say

One of the golden rules of dementia is that you should not argue. If your loved one talks about scenarios that are untrue – such as acting like friends and family members long gone are still around – there is no point in correcting them. Telling them that someone has passed can upset them even more. Instead, go along with the situations in which they believe they are – ask if their long-gone spouse is comfortable or compliment the tidiness of the old family home that no longer exists.

Avoid finishing your loved one’s sentences

If your loved one has trouble finishing sentences, avoid finishing it for them. If they are struggling to find a word, consider the context and other non-verbal clues, and ask a question that provides a helpful prompt. If your loved one with dementia is saying “I would like... I would like...” respond by asking “Would you like a cup of tea?”

As a last resort, distract and redirect

From time to time you may find yourself in a frustrating loop of distress and confusion. When this arises you may feel like you have nothing left in your tool box of communication tips. If you find your parent is getting very distressed and nothing else is working, it might be best to drop the topic. Go into each conversation aware that sometimes, you might just not get a response you want. In order to avoid bad turning worse, distract and redirect. Try changing the subject or the environment by asking them to help you out in the kitchen or go for a walk in the garden. Make sure you acknowledge (but not over emphasise) their feelings and behaviour – say, “I see you are feeling a bit sad – you know what would cheer you up? Some fresh air”. Sometimes, you will just have to abort mission and come back to the topic on a better day.



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The material in this article is intended for general education and information, and is a guide only. It is not intended to replace professional advice from your GP or other medical professional. Please seek appropriate advice.

LIVING LEGEND

WHAT A PRIVILEGE IT WAS FOR FEROS CARE TO SPONSOR THE INDOMITABLE EILEEN KRAMER, 104 YEARS YOUNG, TO ATTEND 2019 BOLD FESTIVAL IN CANBERRA THIS MARCH.



Born in 1914, Eileen Kramer embodies the living, creative spirit of the Avant Garde artist. Her 80-year career as dancer, writer, painter, costume designer and choreographer began in 1939 with the Bodenwieser Ballet, Australia's first modern dance company led by renowned Austrian choreographer Gertrud Bodenwieser.

As an artist, Eileen lived and worked all around the world, however she returned to Australia at the age of 99 because she 'missed the kookaburras'.

Since returning to Australia in 2013, Eileen has created two full length works, 'The Early Ones' and 'The Buddha's Wife', been the subject of an ABC Compass documentary, been the focus of a new fashion collection by Sydney

designer Brigid McLaughlin, appeared in various television and stage presentations, written her second book 'Eileen: Stories from the Philip St Courtyard', and has recently concluded filming for a British/Australian drama series to be broadcast in 2019.

It was such an honour to be able to support Eileen at the BOLD Festival. We can't wait to see what's next for her!

EILEEN'S FASCINATING LIFE!

We've got two signed copies of 'Eileen: Stories from the Philip St Courtyard' to give away. Be enthralled by Eileen's fascinating life, with your very own hardback copy of this beautiful book.

To enter, email: marketing@feroscare.com.au and tell us your own fascinating story – in 25 words or less.

Entries close 30 July 2019. Winners announced 15 August 2019.



RESEARCH ON DANCE IN AGEING AND ITS BENEFITS

Dancing has the power to:

- ✓ reduce arthritis and stiffness in joints and hips
- ✓ improve balance, coordination, agility and flexibility
- ✓ prevent falls by 50%
- ✓ improve mental recall and cognitive ability
- ✓ lower the risk of dementia
- ✓ foster social interactions
- ✓ improve self-esteem and self confidence
- ✓ create happiness, energy and endorphins!

FIVE MINUTES WITH OUR FEROS FAMILY

MOMENTS THAT CHANGED YOUR LIFE

TOM WILSON, **FEROS VILLAGE BYRON BAY RESIDENT**

Friends can change your life.

That's exactly what a friend did for Tom Wilson, 95.

Tom and his wife Shirley had settled in a small town on the Murray River. Tom ran their small farm and Shirley worked at the local flour mill. They were building their home together.

His friend was 'always looking ahead' Tom explains. One day he gave Tom some frank and life-changing advice. "You two are not going to make it here."

As the only industry in town was the flour mill, if that was to shut down their livelihood would be in great jeopardy.

Good friends don't just pose problems, they posit solutions. Tom's friend went further than that and found Tom a job. In Melbourne.

Tom and his wife made the decision to accept the friendly advice, and moved to Melbourne. Tom also took up the proffered job – at Kodak.

To say Tom loved his job is an understatement. During his 30-years of service at Kodak he took only three weeks holiday. Three weeks!

"I loved my job so much, every day felt like a holiday," Tom helps us understand.

You get the feeling Tom doesn't regret much – especially not the



decision to accept his friend's advice. He certainly doesn't pine for the bucolic farm life he and Shirley had originally planned.

And what of the flour mill? It closed down two years after Tom's move to Melbourne.



BETTY HART, **FEROS VILLAGE BYRON BAY RESIDENT**

Betty Hart, 95 lights up when she talks about her life in dance.

She has trouble with her short-term memory at times – but ask about her ballroom dancing days and she's crystal clear on the details.

Her love affair with ballroom dance began as a young girl in Sydney when she was invited to go dancing with a neighbour. And from there Betty was absolutely smitten.

"I was in my element!" she beams.

That's probably why she spent all her free time dancing – at the Desiree Montague School of Dance in Kings Cross. Working in an office during the day, she eagerly returned every night to the studio where she felt truly at home.

A champion ballroom dancer and eventually, teacher, Betty has treasured memories and vividly recalls the people who inhabited the same magical world of dance with her.

She shares a picture of herself at 18, together with her then dance partner, Tommy Anderson. Her next words

illustrate the gravity dance held in her life as she stresses "we were not boyfriend and girlfriend – we were dance partners!"

Was there room for a husband in Betty's life?

There was.

Did he dance?

Yes. He could dance – although Betty lets us know that he was a good dancer, but possibly not to the high standards that she held!

Betty has never stopped dancing nor has she let age become a barrier – performing with Sprung! Integrated Dance Company as recently as 2018. And although she can't remember her most recent performances, dancing will always fill her soul.

"I can still move" affirms Betty.



RANI

HELPING SENIORS FIND THEIR FEET AGAIN

Rani Foreman is one of those fortunate souls who not only loves her job but the people who benefit from her doing it.

“It feels like this role was made for me,” the Feros Care exercise physiologist says of helping injured or ill seniors feel strong, healthy and happy again.

“I’ve come to realise during the past couple of years that I’m just meant to work with seniors. I have always got along with them but being with Feros Care has really cemented that.

“I’m only in my 20s but can relate to them so much and seem to build a rapport quickly. We have awesome conversations during the eight-week program and I cherish the wisdom and stories they share with me.

“I just love what I do and wouldn’t work with any other age group now.”

And that is great news for Rani’s clients because she is literally transforming seniors’ lives via her unique blend of exercise physiology and yoga therapy.

Having joined Feros Care in June 2017, the 29-year-old is part of its ground-breaking Short-Term Restorative Care (STRC) team that helps eligible seniors get moving and retain their independence.

Completely driven by the client, the initiative sees them identify their goals before being matched with allied health experts such as Rani, who delivers an eight-week program in the comfort of the participant’s home or community.

“My role is to help with confidence, balance and mobility so they are able to complete their daily tasks without the ongoing need for help and ultimately remain in their own homes longer,” she said.

“The bonds you create during those eight weeks can be strong because the program is so intense. It’s often like the seniors get a second wind in life because they realise they can achieve something they thought they’d no longer be able to.

“One person’s goal was to be able to take off her own compression

stockings so she wouldn’t need someone to visit every second day to help take them off.

“That’s a task most of us would take for granted but after eight weeks she had accomplished her goal and that had a massive impact on her life.

“It’s like I slowly but surely show them what they can achieve.”

Rani, who completed a four-year exercise physiology degree at Griffith University, was drawn to Feros Care after seeing a job description that “just felt right”.

“Then when I researched Feros Care, it seemed like there was a real team approach and everyone had a really important role in the client’s life,” she said.

“The organisation’s values really spoke to me. It seemed like it wasn’t just talk and I’m pleased to say I’ve been proven right.

“Working with STRC has been the most incredible gift that could ever happen. This program really helps our clients create a change, however

small, to live with more confidence, balance, ease and independence.”

Then there are the unintended consequences that come with being a regular visitor to a senior’s home.

“We’re not there to be psychologists but we definitely become someone they can trust and share their stories with,” Rani said.

“We are someone they can talk with and that can mean the world to someone living by themselves. That bond can grow and I have had people contact me after the program to ask questions or tell me about their progress.

“I had one lady who I just did not expect to be committed to her

exercises post-program because she claimed that she’s not what you would call an ‘exercise person’.

“Well, she rang me four weeks after completion to say ‘I just needed to let you know that I don’t have any trouble walking up and down stairs anymore or get pain in my hips because I’ve kept doing the exercises’.

“Those stories and that fire within our clients is what makes my job so rewarding. Sometimes the tiniest 10-minute program can have a huge effect on someone’s life.”

Feros Care’s STRC is ideal for people who are goal-orientated and want to return to an earlier or improved level of function.



RANI’S TIPS FOR POSITIVE LIVING



“I’m a big believer in practising gratitude every day. One thing I do that would benefit anyone who is struggling mentally is to write down 10 things you are grateful for every morning. It sets you up for the rest of the day. Life isn’t always easy but there is always so much to be grateful for if we just take the time to consider it.”

RANI’S TOP FIVE TIPS

- 1 Practise gratitude daily**
- 2 Step outside your comfort zone**
(eg: smile at a stranger, strike up an unlikely conversation)
- 3 Remain curious**
- 4 Incorporate silence into your day**
- 5 Remember this in all things – ‘Patience and Persistence’**



For more or to learn if you are eligible, phone 1300 090 256 or visit www.feroscare.com.au/home-care/short-term-restorative-care

INTRODUCING OUR NEW GENERAL MANAGER

LOCAL AREA COORDINATION



'BE BRAVE BUT BE KIND.' THEY'RE THE WORDS THAT JO HAYES, OUR NEW GENERAL MANAGER, LOCAL AREA COORDINATION (LAC) LIVES BY.

She's lived by them in her career. An experienced Human Resources and Operations Manager in both the private and government sectors, she sought to work with Feros Care where she could utilise that braveness (or as we call it, boldness) together with kindness for her team, and the people we care for.

She's lived by them in her life outside of work too – saying yes to opportunities to travel in South America and help rebuild schools in Thailand after the devastating Tsunami of 2004. Growing up with a family that was heavily involved in high needs care of children and teenagers with disability, she's experienced the power of kindness and bravery.

Jo believes it's important to push boundaries.

“ I'VE LEARNED TO BE COMFORTABLE WITH BEING UNCOMFORTABLE. IT'S HOW I GET THE BEST OUT OF MYSELF AND OTHERS. GOLD COMES OUT OF THOSE UNCOMFORTABLE MOMENTS.

And there's been no shortage of gold for Feros Care's LAC team. Jo cites the almost 18,000 participants who have been supported with their

National Disability Insurance Scheme (NDIS) plans, and the renewal of all five regional sites across three states for an additional two year contract as notable achievements during her time at Feros Care.

But being brave doesn't mean standing still and resting on past achievements. Jo is excited about the future and what comes next for the LAC service.

The team are working with Aboriginal and Torres Strait Islander communities on a groundbreaking 'kinship' approach to NDIS planning – a culturally respectful and appropriate approach that has already seen successes for our communities.

Work is also well underway on a project focusing on participants who are harder to reach like people who are culturally and linguistically diverse, and those in isolated, rural or remote settings. Harnessing Feros Care's experience utilising technology to support seniors, the project will

break down both regional and cultural barriers to help those with disability receive the supports they need.

Watch this space.

Jo was promoted to General Manager, LAC in March 2019, after serving as the Operations Manager of LAC for almost 18 months. She's proud to work for a brave, kind and forward thinking organisation like Feros Care, and one that encourages women in leadership. Jo was promoted to General Manager while pregnant and is fully supported by the organisation to thrive as a mother and in her career.

“This should be the norm, and it's organisations like Feros Care that are leading the way by championing diversity, equality and inclusion for their clients, their staff and the wider community,” says Jo.

“It's an encouraging trend,” she continues. “All the big companies are recognising that representation matters and using images and language that promotes inclusion. Everywhere I go I notice more and more inclusive tweaks that make a major difference to people with disability.”

How can society be even more inclusive? For Jo it's simple and reflects her 'be brave but be kind' attitude to life.

“Be human and treat other people like humans. Say hi. Meet people where they're at.”



Feros Care is a partner in the community delivering the NDIS in the Townsville, Mackay, ACT, Northern Adelaide and Barossa regions. For more information visit feroscare.com.au/ndis



TELEHEALTH: SUPPORTING SENIORS TO STAY HEALTHY & LIVE WELL

ONE OF THE WAYS WE HELP OUR SENIORS TO GROW BOLD AND STAY AT HOME LONGER IS BY HARNESSING TECHNOLOGY TO CREATE INDEPENDENCE AND PEACE OF MIND FOR BOTH THEM AND THEIR LOVED ONES.

In 2013 we launched our innovative Telehealth program, allowing clients to monitor their vital signs daily and receive remote monitoring and support from a Telehealth Nurse.

In 2018 we launched the 'Staying Healthy Living Well' (SHLW) program. Funded by Central and Eastern Sydney PHN, the program uses our existing Telehealth experience and complements it with health education to support patients in reaching their health and social care goals.

Together with the monitoring of vital signs, the program focuses on helping clients to understand more about their health and health conditions and offers ideas, tips and approaches to becoming more confident in monitoring their health and general wellbeing at home.

Participants in the SHLW program have seen improvements on a number of scores as a result of the program and we're excited to showcase some of their stories.

"Susan", 86 was referred to SHLW by her GP as a cardiac patient. Her aim in entering the program was to reach specific goals around her health, including weight loss, pain management and to be better able to manage her own health. She also felt good knowing that somebody would be keeping an eye on her.

Susan's results are pleasing, with improvements around her goals across a 4-month period including;

- weight loss of 6.3 kgs
- reduction of BMI from 39 to 36.4
- reduction in Bio age by two years
- improvements in both Byron and NARI score

As a result of SHLW Susan also reported she was better able to monitor changes in her health, and that her confidence in using technology has improved – using her iPad and iPhone to view photos of her children and grandchildren.

"Harold", 72 was referred to SHLW by his GP as a diabetic patient. His aim in entering the program was to reach specific goals around his health, including pain management, foot care and managing his own mental health and grief issues.

Harold's health results certainly reflect an improvement in his health including;

- improvements in both his Byron and NARI scores
- stabilised systolic BP
- reduced blood glucose

Importantly, Harold reported an improvement in his overall health and wellbeing as a result of his participation in the program.



For more information on Telehealth or the FREE Staying Healthy Living Well program call 1300 019 975

FASHION TRENDS OVER-50

FORGET BEIGE COLOURS, FORGET DULL CUTS, AND FORGET WHAT YOU KNOW ABOUT "OLDER FASHION" – FASHION TRENDS FOR WOMEN OVER 50 DON'T HAVE TO BE BORING, AND THESE INCREDIBLE FASHION ICONS PROVE JUST THAT!

COLOURFY YOUR LIFE

Just like Sarah Jane Adams

Whoever said that colour is for the young may have been bananas. Colour is for everyone! Believe it or not, adding a bit of brightness has never hurt anyone.

Sarah Jane Adams started her Instagram 4 years ago, when she began to sell her jewellery. Since then, she has become an "anti-fashion icon" – a title that is indicative of her style which is unruly, boho, and unashamedly colourful.

She wears pinks and reds better than many younger people do. She is bold and brave enough to go crazy on the colours – as you can be!

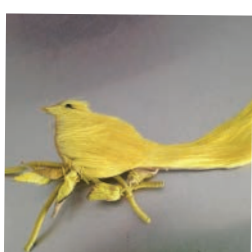
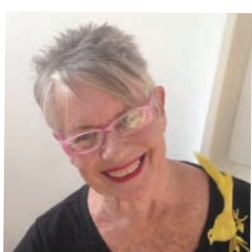
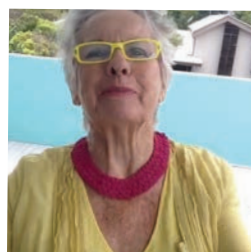
Different colours are flattering on different people, so there are no rules here – shine bright like a rainbow and like Sarah, don't be afraid to reach for a new colour combination every once in a while.

 Instagram @saramaijewels



MAKE 'EM AND WEAR 'EM

Just like Wendy Taylor



Why not combine fun and fashion? A lot of us have a flair for the creative but we don't always put these forces to use. Who said you have to buy everything you wear? Try making it. Whether that's making necklaces out of loose beads, sewing or ironing on details, or learning how to make clothes from scratch, let your creative energies soar. Wendy Taylor does exactly that. Wendy is the perfect example, as she recycles and makes just about anything into fashion – hats, jackets, scarves, you name it.

Her Instagram takes us on a journey from fresh market veggies all the way to the intricate and unique pieces she creates for herself and her friends to wear. Why not get your long forgotten sewing machine out and give it a go?

 Instagram @wendysthirdact

These icons prove that age is truly just a number, and we are never too old to try new things and experiment with new trends to reinvent yourself often and vigorously. After all, what do you have to lose?

EXPERIMENT, EXPERIMENT, EXPERIMENT!

Just Like The Style Crone

If there's one great thing we can get away with as we age, it's out of the box fashion choices. Now, that doesn't mean that you should dress ridiculously – if anything, throw away clothes that resemble garbage bags (baggy pants, oversized t-shirts, unstructured skirts) or that make you feel silly, not stylish.

What this freedom does mean though is that we can be as daring as we please. Have you always wanted to try animal print? Go for it! You think you've worked up the courage to pull off that wide-brimmed hat? Good for you!

Judith Boyd, or as Instagram knows her, the Style Crone, is a living, breathing, badass example of this. Her every outfit is an experiment of some sort – whether it's a homemade hat, a colourful poncho, or an exquisite gown worn out for coffee, she never fails to dare go beyond the ordinary. And the results are stunning!



 Instagram @stylecrone

VOLUNTEERS – A GOOD BELLY LAUGH AND SO MUCH MORE!

If you are enthusiastic about giving back to your community and would like to become a part of our team, then Feros Care volunteering is just for you. No qualifications are needed, and our volunteers have a positive influence on the daily lives of our clients and residents at Feros Care.



Volunteering with Feros as a home visitor has changed my life. In just a month I feel like I have significantly made a difference in someone's life. We are both so grateful!

- JULIA

WHY VOLUNTEER WITH FEROS CARE?

Just a small amount of your time can help combat loneliness and isolation and support seniors to live their life of choice with dignity, not to mention that you will come out richer in knowledge, experiences, and friends. Volunteering can improve not just our customers' lives, but yours too! In return for becoming a Feros Care volunteer, you will enjoy:

- meeting new people
- gaining invaluable experience and training
- participating in social good
- giving back to your community
- experiencing laughter and joy
- making meaningful relationships
- sharing your hobbies and interests

VOLUNTEERING OPPORTUNITIES

The role of a volunteer varies and can include anything from in-home visits, social outings, helping seniors with smaller things like technology or their garden, playing card games or shopping and cooking together, all the way to volunteering in a support role in our office. For a comprehensive list of opportunities, please contact us on 1300 090 256.

WHO CAN BECOME A VOLUNTEER?

The Feros Care volunteering program is for people over 18 who can volunteer at least an hour of their time each fortnight. If you are caring and compassionate, enjoy meeting new people and forming meaningful new relationships, and want to make a real difference in your community, then you are meant for this!

Apply to become a Feros Care volunteer at
[FEROS.CARE.COM.AU/CAREERS/VOLUNTEERING](https://feroscare.com.au/careers/volunteering)

ASK AN INDUSTRY EXPERT

TOP TIPS FOR MANAGING DIABETES

WITH ROBYN HART, DIABETES EDUCATOR

Robyn has been a Registered Nurse for over 40 years, with 20 years' experience working as a diabetes educator at John Flynn Hospital and in multiple private practices on the Gold Coast.

She's seen a lot of changes with diabetes management in this time, and she stresses the importance of staying informed around medication and monitoring technology. For instance, there is new technology available that doesn't even require a finger prick to monitor your blood glucose. So much has advanced from the days when a urine check was required.

Robyn recently came into Feros Care to train our staff, and shared some tips for managing diabetes:

- **stay active** – any activity is better than none – it helps control your blood glucose levels



Karen is a long-time member of our Feros Care family, working as a Virtual Wellbeing Manager, helping our seniors to get the most out of their Home Care Packages.

She has a session once a month on the Virtual Senior Centre, and recently had a very informative discussion about what you can and can't buy with a Home Care Package.

You might be surprised by what you can use the funds for. But first, let's get the 'cant's' out of the way! The purpose of a Home Care Package is to support the safety and independence of seniors, and to help them stay at home longer. It's not meant to make your home more beautiful though. So you won't be able to use package funds for things like:

- painting your house
- landscaping your garden
- laying turf in your yard
- adding a deck



- **maintain a healthy well balanced diet** limiting processed food. All carbohydrates will convert into blood glucose not just sugar. Example: no added sugar orange juice. Tip: have a fresh orange instead of pre-bought orange juice and spread your carbohydrates throughout the day
- **avoid hypoglycaemia** – if on insulin, ensure you are monitoring your blood glucose levels and keep in regular contact with your health professionals
- **inform care staff** – for seniors with type 1 diabetes who are going into aged care it is important that your care staff understand the difference between type 1 and type 2 diabetes. They should not adjust your insulin regime unless instructed by a specialist
- if a person is on a **rapid acting insulin** it needs to be taken just before the meal to avoid hypoglycaemia.

WHAT CAN AND CAN'T I BUY WITH MY HCP PACKAGE

WITH KAREN GILDEA, VIRTUAL WELLBEING MANAGER

Now we've got those out of the way, here's the fun bit. **With evidence or written support from a medical professional** these are some of the surprising things you can use your package funds for:

- **removal of trees if they present a danger to you**
- **mowing your lawns**
- **air-conditioning and/or heating**
- **vitamins and supplements**
- **jar openers and mobility aids**
- **plumbing and electrical work**
- **mobile phones**
- **hearing aids**
- **dental work and dentures**
- **home modifications to assist you to stay at home longer**



For more information about Home Care Packages call Feros Care on 1300 763 583 or email advisors@feroscare.com.au

REVIEWS

WITH JACQUI HOLLOWAY, MARKETING COORDINATOR

BOOK REVIEW

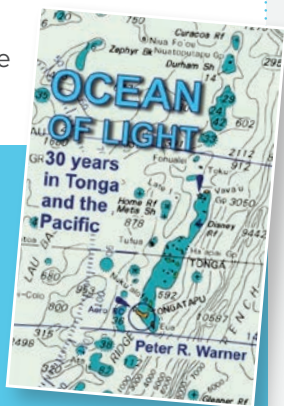
OCEAN OF LIGHT – 30 YEARS IN TONGA AND THE PACIFIC

By Peter Warner

We first had the pleasure of meeting intrepid adventurer and author Peter Warner when he agreed to be part of Fearless Films, Season 1. His film focused on his friendship with Mano Totau whom he rescued from a deserted island when Mano was a teenager.

Peter's life is full of thrilling exploits like this – and his latest book focuses on his time in Tonga and the Pacific. Together with his wife Justine and their three children, Peter moved to Tonga in 1968 where they lived and adventured for 30 years. Peter was granted permission by the King of Tonga to commercially fish off the 177 islands of the kingdom and this enterprise later morphed into the Warner Pacific Line.

The second instalment of Peter's three-part autobiography, Ocean of Light is infused with his bold outlook and thirst for a life filled with adventure. You'll learn more about his rescue of Mano and the other schoolboy castaways, his relationship with the Tongan Royal Family and his work helping to establish schools in the region. For those unfamiliar with Peter's story, he ran away to sea on a Swedish freighter at the tender age of 17 – so you know you're in for a thrilling read!



Ocean of Light – 30 years in Tonga and the Pacific is available for purchase from [amazon.com](https://www.amazon.com)

or contact us at marketing@feroscare.com.au and we can put you in touch with the author.

TECH REVIEW:

APPLE ACCESSIBILITY FEATURES

If you own an Apple device and haven't explored the accessibility features available, I strongly suggest you do. You won't be sorry. And I speak from experience. The only thing I was sorry about when I discovered them, was that I hadn't known about them sooner!

Not just for people with disability or health conditions, these features can simply make your life and specifically your device-time a little easier.

Experience the simple joys of the 'Larger Text' option, which lets you choose the size of the text you want. I've chosen to go a few clicks larger than the default size and turned on the 'Bold Text' option as well – and my 40 something years young eyes are rejoicing!

The 'Display Accommodations' option is a little more complex, but well worth investigating if you have vision issues. There are a number of choices within this option, including 'Invert Colours' for people who benefit from viewing items against a dark background, and 'Colour Filter' with a range of choices for people with colour blindness and other vision challenges.

From using your device and compatible headphones or hearing devices to amplify conversations (for example in a boardroom) to using a joystick or



switch to navigate your device, there are so many more options for you to explore! Simply navigate to Settings > General > Accessibility and start testing other features out!

The handy features aren't limited to the accessibility menu either. Ever wondered what the four horizontal lines on the left of the address bar in Safari are? That indicates 'Safari Reader' is available. Pressing the lines takes away all of that internet 'noise'. Removing banners and tiles so you can simply focus on the content. I get most of my news from my phone, so reading news articles is so much more relaxing now!

There's also the 'Guided Access' feature. This lets parents or teachers limit the iPad to one app at a time, and also limit the amount of time spent in an app. This would be a great feature to utilise for all children and particularly helpful for children with autism or sensory challenges.

If you decide to have a look around the features and find any 'must-knows' we'd love to hear about them. Email marketing@feroscare.com.au with your favourite accessibility features. (Feel free to tell us about Android accessibility features too!)

Feros Care is an Authorised Apple Reseller. Get in touch with the team via email advisors@feroscare.com.au for more information.



TECHNOLOGY INNOVATORS

We're proud to announce that Feros Care is the winner of two industry awards for innovation.

Firstly, we are the joint winners of the Not for Profit Technology Innovator of the Year Award alongside Orange Sky Web Application!

We're also winners of a Global Ageing Network award under the category Excellence in Ageing Service. This prestigious award will be officially presented in Canada in September, where our work will be shared with a global network of aged care service providers.

We are so excited that our technologies have been recognised internationally and that as a result, we can help more seniors stay connected and live independent lives.

As an organisation, we pride ourselves on employing the latest technology to advance the aged care and disability support space.

INCLUSIVE IKEA

Based on a collaboration between IKEA Israel and two non-profit organisations, IKEA recently created 13 downloadable furniture hacks. Designed to "create a better everyday life for as many people as possible", the add-ons will fit at least one popular IKEA product to make it more accessible for people with disability.

Best of all, the hacks are available for free download from anywhere in the world, and can be 3D printed locally.

Hacks include simple handles for easier opening, to a finger brush



that makes painting and drawing possible.

To check out all of the innovations, search 'IKEA thisables'.

UPDATED DICTIONARY

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

Salty

Describes someone who is upset over something minor.



MacGyver

To fix or modify something in an inventive way.



Phishing

Attempts to fraudulently obtain sensitive information like passwords or credit card numbers.



Hangry

Anger caused by hunger.



BOLD AMBASSADORS AT COOLY ROCKS ON



We are excited to announce our first GROW BOLD Festival Ambassadors with Cools Rocks On Festival are Rachaelle La Belle and Sebastian Mirana!

Proving you can live your boldest life no matter what age, Rachaelle has entered her first Pin Up contest at 50 and is a finalist in this year's Miss Rockabilly Pageant.

Sebastian is 12 years old with autism and is the definition of growing bold, following his love of classic cars all over the country and even overseas.

There were so many amazing entries, with talented entrants sharing their bold lives with us. Thank you to all who entered and made this competition so much fun.

INCLUSIVE PLEASURE

Andrew Gurza, a Canadian based Disability Awareness Consultant is raising funds to develop a line of sex toys specifically designed for people with disability.

Based on his research and survey of people with disability, Mr Gurza found that more than 60% of respondents were unable to pleasure themselves unaided due to difficulties with dexterity, grip, muscle control and pain.

Currently, he's almost halfway toward his crowdfunding goal of \$15,000, needed to cover research costs. In partnership with a research team at RMIT University here in Australia, the project will unlock a



Image: andrewgurza.com

detailed understanding of the needs and challenges of people with disability and design recommendations.

Given that seniors also experience similar difficulties with dexterity this research will benefit both people with disability, and seniors!

MEME CORNER

TOP 3 MYTHICAL CREATURES



UNICORNS



ALIENS



SOMEONE BETTER THAN YOU

GRANSLAM

Applications Close: 25 June

Granslam! CALLING: BOLD SENIORS - your chance to write and perform poetry that moves

FREE WORKSHOPS

APPLY NOW

feros care GROW BOLD

EVERY BODY NOW!

www.feroscare.com.au/granslam

BRAIN GAMES



WINTER WORD SEARCH

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

ANTARCTICA
 BLANKET
 BOOTS
 BRISK
 CHILLY
 COLD
 COOL
 DOONA
 FIREPLACE

FROZEN
 HEATER
 HIBERNATE
 ICICLES
 INSULATION
 MITTENS
 SNOW
 SNUGGLE
 SOUP

SUDOKU CHALLENGE

BEGINNER

		3	2
	3		1
1		2	

INTERMEDIATE

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

ADVANCED

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

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

BEGINNER

INTERMEDIATE

ADVANCED

SOLUTIONS:

REASSURANCE IS THE BEST MEDICINE

**We understand that
independence becomes
harder with age.**

Our range of state-of-the-art
personal alarms and 24/7 support
will give you and your loved ones
peace of mind.

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HOW CAN THE NDIS HELP YOU?



**Feros Care is the Local Area Coordinator in
Townsville, Mackay, the ACT, Northern Adelaide
and the Barossa.**

Feros Care is available to answer your questions about the NDIS and to help link you to a broader system of support. We can help you:

- link to mainstream and community services
- find out about how you can access the NDIS
- work with Local Area Coordinators to develop your plan
- understand how to use your plan
- understand how to use the myplace Participant portal
- understand Service Agreements with service providers

**Call Feros Care to find out more 1300 986 970
or visit our website: feroscare.com.au**



Delivering the NDIS in your community