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 feros care
celebrating ageing

AUGUST 2015

GREG TEGART
FEROS HERO



**AGED CARE
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All you need to know

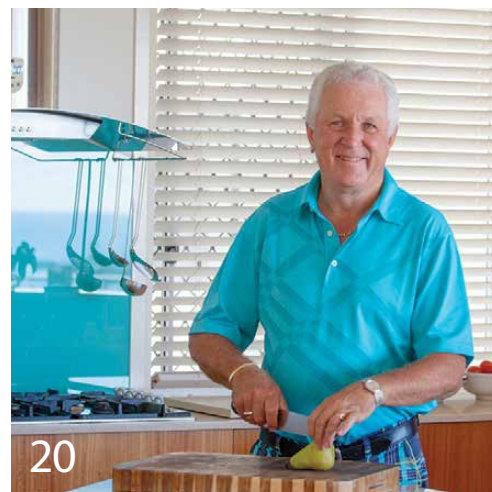
EVillage BOOM
GP Virtual Consults

THE 3RD AGE
What gets better with age?

CELEBRATING 25 YEARS OF SERVICE

In this issue

- 02** Greg Tegart – Feros Hero
- 04** National changes to provide more effective aged care
- 06** LGBTI Seniors No Longer ‘Invisible’
- 08** Q&A
LGBTI priority for Home Care Packages
- 10** What Gets Better with Age?
By Adele Horin
- 12** Flying High into the Eighties
- 13** Feros Care goes International
- 14** A Day in the Life
Feros Village Bangalow Care Manager
- Grescha Brewer
- 16** eVillage Launch



- 17** Falls Prevention Research Trial
- 18** Veteran Volunteer Wal Edwards
- 20** Meet Feros Volunteers
Heidi Jewel and Bryan King
- 22** Residential News
- 23** ‘As I Age’
Be part of the conversation
- 24** Wellbeing Matters
- 25** Feros maintains high standards



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LinkedIn



- 26** Happenings
Celebrating 25 years of Service
- 28** Rick Stewart's Winter Recipe
Shining the Light on Food



CEO'S WORD

Welcome to the latest edition of the Feros Magazine.

I am very proud to share some of our initiatives, achievements and news for the year so far.

It has been a time of huge change involving new government reform initiatives and service rollouts with staff, old and new, working to make the changes as smooth and seamless as we can for our clients and their families. It has been a tremendously busy time but extremely exciting!

I would like to briefly share just some of our 2015 activities:

▪ Feros announced as a new Regional Assessment Service provider

In March this year, Feros Care was one of 13 aged care providers in Australia approved to deliver the new Regional Assessment Services (RAS) as part of the Federal Government's My Aged Care reform initiatives that began on 1 July.

As a result, Feros has undertaken a major recruitment drive over 15 regions of NSW and QLD with almost 1000 applicants wanting to join our organisation. Being appointed as a RAS provider will provide a new income stream for Feros Care, increasing client numbers to over 40,000 per year and our annual income by approximately 15%.

The Regional Assessment Service is a wonderful opportunity for Feros Care to assist more older people to create the supports they need to continue to remain healthy, active, connected and living at home, for as long as possible. We are passionate about wellness, ageing well and living life to the fullest, and hope to support seniors to find modern and creative solutions to reach their life goals.

▪ Feros Care scores 100 percent in its residential accreditation

Our residential villages at Byron Bay and Bangalow both received a perfect score of 44/44 by auditors during recent accreditations by the Australian Aged Care Quality and Accreditation Agency. This is a mandatory accreditation process to ensure the quality of care and services delivered to residents, comply with the requirements of the Accreditation Standards.

As a result of a thorough review of both properties, the Auditors recommended that both villages receive a full three year accreditation.

According to the Auditors, *The residents know they live somewhere special...we couldn't find any opportunities for improvement... what a pleasure it was to come to the home and see Feros Care in action!!*

▪ Feros becomes an international aged care provider

In July, Feros Care officially became an international provider of telehealthcare products and services, as part of a pilot in New Zealand to promote better health solutions for seniors.

The pilot program is being funded by The Selwyn Foundation (an aged care and retirement village operator in New Zealand) and includes Feros Care's award winning My Health Clinic At Home (MHCAH) service as well as our Telecare home safety monitoring solutions to support older people.

The Selwyn Foundation is an organisation that shares our desire to increase independence and health outcomes for seniors and I am very excited to be working together on this pilot and hope it is the first of many initiatives together.

▪ Feros gets ready to host its inaugural Smart Technologies Bootcamp

Another key project which follows on from and supports the government reforms is our commitment to promoting the use of technologies for better service delivery. In August, Feros is hosting a two day Smart Technologies Bootcamp for aged care providers involving workshops and knowledge sharing sessions.

I believe that collaboration is the key to providing innovative aged care models, and the more information we share, the more robust we are as an industry in building our capabilities and improving service delivery for our clients.

▪ Feros celebrates 25 years of service

This June, Feros celebrated 25 years of service in residential care, and 15 years of providing community care!

I am so humbled to have had the opportunity to lead Feros over the past 15 years, and to watch this organisation grow and evolve to be seen as a leader in the aged care arena. Our growth encompasses many areas, from service expansion across the eastern seaboard of Australia, through to our systems, care models and culture, with staff displaying exceptional leadership skills and always relishing the opportunity to take on new challenges.

Based on the incredible journey of our first 25 years, Feros is an organisation that dreams big and turns those dreams into reality. I have no doubt that we will continue to strive to create something special for seniors.

I started at Feros in December 2000 which was the 10th year of operation of what was then, the George Feros Memorial Hostel Committee Incorporated. I came on board to take over the reins from Sue Beck, the founding CEO of Feros Care. Sue had worked extremely hard to establish both our Byron and Bangalow villages and held a very strong commitment to customer service, the rights of residents and was highly regarded within the industry.

Thank you to everyone who has been part of the Feros journey to date, and I look forward to meeting the many people who are yet to ride the next 25 year wave of Feros Care.

Jennene Buckley
Chief Executive Officer

Cover Story

GREG TEGART Feros Hero

By Mick O'Regan

At Feros Care we are all about Celebrating Ageing. 2014 saw the launch of our Feros Heroes – a new initiative recognising and celebrating those individuals who as role models are contributing to our community in an active and positive way. Our Feros Heroes are recognised for inspiring us, surprising us and embracing our 'Get Bold, Not Old' ethos.

The tall figure of Greg Tegart, elegant in a striped business shirt and tie, leans forward, a conspiratorial smile spreading across his face.

"I think I must drive my wife mad", he laughs, "every time we go shopping, she looks at the clothes but I go around checking out all the labels. I want to know where things are made, what the production process is, what's the story that item is telling. I'm fascinated by trade patterns and economics. I've always been interested in the relationship between technology and society."

At 85 Greg Tegart remains the personification of focused curiosity. There's no other word for it. He simply loves to understand how things work, how they were made, who benefits from them and whether there could be changes that might improve any part of the process.

"I think it's this innate curiosity in my life that's kept me thinking about how things are going and what things might happen. That's always intrigued me. That's what keep me young, I really don't feel old. Mentally I just feel a young man."

As he explains his remarkable career, stretching as it does across metallurgy, engineering, teaching, research and senior management positions in both government and private industry, it's hardly surprising he's a man who likes to know ... well ... everything.

It's a fascination which started early. Greg leans back and lets his formidable memory transport him across the decades. "I've just always been curious. When I was young there was no such thing as television, or anything else much really! No computers, no smart phones, no nothing. So all the things we did were things we had to do ourselves. So I was very interested in making things. I used to make crystal-sets and listen to the Test cricket matches under the blankets, you know, with the earphones and that sort of thing."

Raised in the Melbourne suburb of East St Kilda, Greg's early life had all the usual elements of an Australian childhood, from backyard cricket to home-made billy-carts. His eyes twinkle and his smile reveals another cherished memory. "We used to race our billy-carts down the hill outside our home. In fact, the bottom of the street ended at the cemetery wall and we used to joke that if you went too hard you might end up there yourself!"

A successful student, Greg went from school to study metallurgy at the Royal Melbourne Institute of Technology, RMIT. After graduating he faced a major choice, whether to go to the UK to pursue his PhD, or whether to stay in Australia. Once again, his innate curiosity propelled him towards a challenge.

"I really do think it's the curiosity that always been driving me. I see challenges as opportunities, a chance to do something different. Unlike my contemporaries I haven't stayed in one field."

Greg decided to head to Sheffield University in the mid 1950s to undertake his doctorate in metal properties. His work eventually leading him to a professorship and a distinguished academic career.

But, as ever, Greg Tegart wasn't content to sit on his laurels. He was looking for new opportunities, new challenges, new adventures.



GREG TEGART NORTHWESTERN UNIVERSITY

"I didn't ever see myself as a complete academic. In England I'd been a professor of materials but when I returned to Australia I didn't come back to be an academic. I came back to work for BHP and to run the new research labs they were building in Melbourne. I headed up a team doing product research and looking at a whole range of new issues in energy."

After a decade of success at BHP, Greg shifted again. This time it was to the highest ranks of government.

"Out of the blue I got a call from Canberra, from the Minister for Science and Technology, asking me to be part of the new management team at the CSIRO. So, once again I made the change and that exposed me to a much wider range of activities. Later I was appointed as the Secretary of the Department of Science and so I had an even broader area of responsibility."

"One of the areas under my jurisdiction was the Bureau of Meteorology and through that I ended up as the Australian delegate to the inaugural Inter-Governmental Panel on Climate Change, and helped establish the IPCC in Geneva."

It's a career few people could imagine, let alone achieve. And at the heart of his success lies his abiding interest in harnessing technology to improve people's lives. That's what brought him to his latest endeavours, working to improve the connection between people's needs and the potential of technology.

"My diverse experience has, I guess, led me to new areas where technology can be put to good use. That's why I'm so interested in assistive technologies for the aged and the disabled. I see the links between areas like bio-technology and nano-technology with information technologies and cognitive sciences. I think there are many benefits that can be realised if we think laterally and embrace these important developments."

By the end of our discussion I understand why Greg Tegart doesn't seem old. He's simply too busy!

His instant laughter suggests agreement with the proposition. "I've always imagined that I'm still young at heart and so far I've had the cognitive functions to keep me going. One of these days it might catch up with me!"

Now that's something that's hard to imagine.



GREG LEARNS ABOUT FEROS CARE'S 'MY HEALTH CLINIC AT HOME' SERVICE.



National changes to provide more effective aged care

- **Did you know that more than one million Australians currently receive some form of aged care every year?**
- **As more people require services (due to the ageing population), it was imperative for Federal Government and industry to look at providing easier access to care, more choice of services and better care for older people.**
- **From 1 July 2015, the Federal Government introduced changes to aged care designed to make it easier for people to get the help they need.**

From 1 July 2015, seniors and carers wanting to access aged care services and support for the FIRST TIME need to contact the My Aged Care gateway (a national call centre).

My Aged Care helps people to navigate through a complex aged care system, making it easier to get the care and support they require. The types of services include:

- Help in your home
- After hospital (transition) care
- Respite care for carers
- Residential aged care homes

What is My Age Care Contact Centre?

My Aged Care gateway is a central information point that:

- Provides information on aged care and helps people to find government funded aged care services.
- Provides people with a central client record that records the information so that they don't have to "tell their story" over and over again.
- Connects people with an aged care assessment service to determine their level of needs.
- Connects people with aged care providers in their area.

Contact the My Aged Care contact centre by phoning 1800 200 422, or visit www.myagedcare.gov.au

Do I need to contact the My Aged Care call centre if I'm already getting services?

No. You only need to contact My Aged Care if you need to change your current services or to get a new assessment.



My Aged Care can help with information and organising an assessment for:

- Help in your home
- After hospital (transition) care
- Respite care for carers
- Residential aged care homes

My Aged Care can also advise and organise a home support assessment so basic care and support is available to assist you at home and in your community. This program is known as the Commonwealth Home Support Program (CHSP). They can also calculate what fees and subsidies will apply for these services.

What is The NEW Commonwealth Home Support Program (CHSP)?

The Commonwealth Home Support Program offers a mix of basic services to help older people stay healthy and safe at home, and live independently for long as possible. The services include personal care, domestic assistance, delivered meals, community transport and respite care.

CHSP incorporates programs and services previously known as:

- Commonwealth Home and Community Care (HACC) Program
- National Respite for Carers Program (NRCP)
- Day Therapy Centres (DTC) Program
- Assistance with Care with Housing for the Aged (ACHA) Program.

People who are already receiving services under these programs will continue with their current arrangements and with their existing provider.

Commonwealth Home Support Program (CHSP) provides basic care and support.

A Home Care package means you've been assessed as having more complex care and support needs, and require a higher level of care.

How do I get basic help to stay at home?

Contact My Aged Care, who will organise an assessment by the My Aged Care Regional Assessment Service (under the CHSP). You will then be referred to local aged care providers in your area.

Under the reforms, you will be asked to contribute to the cost of your service. However, if you are unable to afford to pay, there are hardship provisions, therefore it is important to speak with the My Aged Care team for further advice and assistance.

What if I have more complex care needs? How do I access Home Care Packages?

If you need more than a little bit of help to maintain your independence, you may need a Home Care Packages Program.

Contact My Aged Care where you will be referred for assessment by an Aged Care Assessment Team (ACAT). After being assessed, you will be linked up with a home care provider who will work with you to develop a care plan that suits you. Your care plan will include a suite of services that are tailored to meet your needs. This model of care is known as Consumer Directed Care (CDC), and puts you in the drivers seat in setting goals, making decisions and service planning. This is a transparent approach that is designed for the client and by the client, so they can choose the services that are essential to them.

Where can I get more information?

To contact My Aged Care:

phone 1800 200 422 or visit www.myagedcare.gov.au

8:00am – 8:00pm Monday to Friday

10:00am-2:00pm Saturday

How can Feros Care help?

Feros Care's Aged Care Advisory Service can assist clients with any questions and concerns you have about the 1 July changes. Our team can provide you with information and brochures and connect you directly through to the My Aged Care gateway.

We understand that aged care services can be confusing, so we are here to help you to unravel the information.

Call the Feros Care advisors on 1300 763 583 (8:00am-6:00pm: Monday to Friday)

LGBTI SENIORS

No Longer 'Invisible'



By Samantha Edmonds

Seniors are people with a diversity of bodies, relationships, sexualities, genders and gender histories.

Yet, many seniors do not disclose their sexual orientation or gender identity history due to the discrimination they have experienced throughout their lives.

National LGBTI Health Alliance Ageing and Aged Care Projects Manager Samantha Edmonds explains why the needs of LGBTI seniors must now be considered a priority by aged care providers.



Many older people have faced prejudice and discrimination throughout their lives – this is especially true when people have bodies, genders or relationships that challenge society's understanding of what is considered to be the 'norm'.

In this context, the acronym LGBTI (lesbian, gay, bisexual, trans and intersex) is used.

Overt and subtle expressions of homo and transphobia have in many cases resulted in older people bringing experiences of fear, harassment and distrust into later life in which reliance on services is difficult to accept.

These experiences cause LGBTI older people to: remain in or return to the closet; be reluctant to reveal their sexual

orientation, their gender identity, history or experience, or their intersex characteristics to government agencies and service providers; and be reluctant to make complaints when they experience prejudice or discrimination.

Given this historical background, many older LGBTI people do not disclose their sexual orientation, their gender identity, history or experience or their intersex characteristics, which effectively makes them invisible as LGBTI people. This, combined with a general ignorance around LGBTI issues from mainstream aged service providers, results in a lack of awareness of the needs and concerns of older LGBTI people. Many service providers are unaware that there is an issue, with a common refrain being that "but we treat everyone the same."

This invisibility leads to a severe lack of understanding about older LGBTI issues generally as well as how to appropriately include LGBTI people in ageing and aged care services.

LGBTI people are now recognised as a special needs group under the Commonwealth Aged Care Act and from 1 July 2012 the needs of LGBTI people should be specifically considered by community and residential aged care providers as part of non-discrimination law. In December 2012, the National LGBTI Ageing and Aged Care Strategy (the Strategy) was developed to help facilitate this process. The Strategy is underpinned by a set of five key principles of inclusion, empowerment, access and equity, quality, and capacity building.

While LGBTI people have similar needs to those of other Australians, in addition to these needs, older people who are LGBTI may have specific needs that affect their health and wellbeing. For example, we know that LGBTI people have disproportionately negative mental health outcomes in comparison with the rest of the population, including depression and suicide. The use of alcohol, tobacco and other drugs is also higher than the wider population (AIHW, 2011), which impacts on LGBTI people later in life.

On top of this many older LGBTI people will find themselves isolated and/or estranged from their biological families, or facing an aged care service that does not recognise their family of choice.

However it is essential that LGBTI older people are not treated as a homogenous group as each of the L,G,B,T,I will have different needs and experiences that aged care providers need to address and support. For example, trans and intersex older people may be on long term hormone replacement therapy, which requires ongoing monitoring to maintain their health and wellbeing.

The National LGBTI Health Alliance, along with our partners in each state and territory, is a strong advocate for the rights of older LGBTI people and we welcome aged care services that recognise the importance of diversity, respect the needs of older LGBTI people and ensure their inclusion within their services. We can stop thinking about older people as if they are asexual and unchanging. They are people with a diversity of bodies, relationships, sexualities and genders and gender histories, as are we all.

“ It is essential that LGBTI older people are not treated as a homogenous group as each of the L,G,B,T,I will have different needs and experiences that aged care providers need to address and support ”



In line with the National LGBTI Ageing and Aged Care Strategy and Living Long Living Better aged care reforms Feros Care has recently gained priority of access for LGBTI clients (Lesbian, Gay, Bisexual, Transgender and Intersex people and other sexuality) living in Victoria, Queensland and New South Wales.



By Kate Swanton

Q&A LGBTI PRIORITY FOR HOME CARE PACKAGES

Feros Care Director of Health and Wellness Kate Swanton answers questions about how Feros Care is translating inclusiveness into services for clients.

What kind of care do LGBTI clients require?

Feros Care has a non-judgmental, respectful and inclusive community owned organisation, with a proud history of embracing diversity. Our Charter of Inclusion and Diversity Inclusion policy are aimed at creating an environment where people can feel safe being who they are.

What is the RIDE committee?

Our RIDE (Rights Inclusiveness Diversity and Engagement) committee oversees the projects and strategies that ensure Feros Care provides care and services that are sensitive and appropriate irrespective of an individual's culture, ability, sexuality or religion. We aim to ensure that all clients, their families, loved ones, volunteers and staff feel welcome and safe and that they fully belong to the Feros community.

Why and when was it formed?

The RIDE committee first met in June 2014. We had just completed a 'Rainbow Tick' audit to benchmark ourselves to find out if we were providing an inclusive environment where clients from the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) communities felt welcome, safe and supported to live their best life.

As part of this process more than 100 Feros Care policies and procedures were reviewed and analysed for inclusive language and content, along with marketing material, the website and social media. We also interviewed staff to make sure our culture supported LGBTI staff and residents.

Following this audit a number of recommendations for improvement were made, with the RIDE committee established to guide and oversee these.

The RIDE Committee will also focus on supporting Culturally and Linguistically Diverse (CALD) communities, particularly refugees and completing a Reconciliation Action Plan (RAP) to build positive relationships with our Indigenous population.

Who is on the committee?

The CEO and a selection of staff and managers representing our various client service areas sit on the committee, along with volunteers from communities that have traditionally faced discrimination and exclusion. This ensures all committee members are passionate about Feros Care being truly inclusive to all.

Feros Care prides itself on being an inclusive organisation. How does inclusiveness translate into service for its clients?

We actively strive to provide the best quality services for our clients as evidenced by our undertaking bench marking against both the Rainbow Tick Audit and the Australian Workplace Equality Index. This ensures our services are meeting the best possible standards.



On an individual basis, all our services are tailored to each individual's needs, aspirations, perceptions and personal experiences. The kind of care LGBTI clients receive is the care they want! We also use appropriate language on Feros forms to ensure sensitivity and acknowledgement (eg spouse/partner, replacing marital and/or relationship status). We also have change our intake processes to include a diversity in gender options and are educating staff to sensitively adopt the language of the LGBTI person (do they want to be addressed by 'he' or 'she' and use their chosen name).

Why has priority of access been established for LGBTI clients?

The priority of access for LGBTI clients is a government funding decision aimed at meeting the national requirements defined in the Living Longer Living Better reform and the National LGBTI Ageing and Aged Care Strategy.

- Many older LGBTI people move away from their communities as LGBTI community infrastructure has traditionally been based in inner-city areas with escalating real-estate prices.
- A recent LGBTI survey indicated 58% were concerned with being alone, 61% concerned with finding LGBTI specific accommodation and 42% concerned about losing their social networks.
- LGBTI seniors have disproportionately negative health outcomes due to their experience of discrimination and reluctance to access health and social services. The Australian Bureau of Statistics shows that LGBTI people are:
 - more likely to be smokers
 - twice as likely to have used illicit drugs
 - more likely to have a chronic condition
 - twice as likely to have a high/very high psychological distress
 - almost three times likely to have suicidal thoughts and tendencies
- LGBTI seniors are more likely to experience higher needs for complex services, at higher cost.
- There are specific health issues to consider in relation to HIV/AIDS and earlier onset of dementia.

How many LGBTI clients does Feros care for?

We are not sure of the exact numbers, as it is the client's choice as to whether they share this information with us. We have changed a number of our processes to better capture this information but many of our clients will choose not to identify as coming from this community. It is challenging to note that homosexuality was still illegal in Tasmania in 1990! Many of this community have faced rejection, stigma, violence, discrimination and trauma because of their sexuality or gender and will never feel safe enough to disclose this information.



JO COOKE, COMMUNITY DEVELOPMENT MANAGER AT FEROS CARE, TAKES A STAND AT THE PRIDE EXPO - GOLD COAST.

However, we want to ensure all our clients feel safe and supported so we need inclusive language, processes and well trained staff who embrace all clients irrespective of their gender or sexual orientation.

What else needs to be done to ensure Feros continues to evolve as an inclusive organisation?

We will complete all actions defined for the LGBTI committee, and seek accreditation via both the Rainbow Tick Audit and the Australian Workplace Equality Index benchmarking process.

We will then focus on our CALD and Indigenous communities.

WHAT GETS BETTER WITH AGE?



By Adele Horin

For 18 years Adele Horin was the social issues journalist with the Sydney Morning Herald. Here, in her 'Coming of Age' blog she explores how her generation is meeting the challenge of getting older. Whether in paid work or retired, caring for elderly parents, adult children and grandchildren or fending for ourselves, once again baby boomers are rewriting the script.

Here's what young people don't know about getting old: life can be better. The third age is not all about decline and debility. It's also about liberation: not caring so much what people think of you, feeling freer to be yourself. "I don't take no shit from nobody," a woman joked at a panel discussion on ageing I attended last week. With older years, you can be less polite but also less competitive and more generous. Many things improve with age. We haven't talked enough about the gains.

The federal government is soon to release Treasury's Intergenerational Report about the budgetary challenges of our ageing population. The danger is the report will re-enforce the image of older people as plagued by illness, frailty, and dementia. In fact, for most of the 30-year stretch we call our older years, most people are doing well. The last year or so of life can be bleak. But the upside of an ageing population is that we have millions of mature people who are better educated and generally healthier and wealthier than previous generations of the elderly. They've much to offer. They're a resource to be tapped.

I don't want to sound like Pollyanna, seeing only the good side. I'm not one of those age denialists who think every 70-year-old is capable of scaling Everest. How well we age depends a lot on our economic circumstances. The poverty, harsh working conditions, and poor education of our younger years can exact an awful toll in old age. There is enormous variation in how people age.

I also think getting older involves gains and losses. Just like being 20 was no unmitigated joy, rather a mix of angst and excitement, so being post-60, 70 or 80 is a grab bag of advances and setbacks. The losses for the elderly are well-




known: the senior moment, the falls, the poorer eyesight; and the health issues that accumulate faster past the 80th birthday when arthritis, osteoporosis, and hypertension are normal.

But the gains are less well-known to the young. Emotional stability improves with age. Expertise deepens. Older adults typically report better marriages, and less troubling relationships all round, according to a US study. Older people are more open to new ideas and less rigid than previously thought, other research indicates. And older people commit fewer crimes.

If old age is so awful, why are older people generally happier than the young and middle-aged? The Australian Longitudinal Study on Women's Health has been following three age groups since 1996 and provides evidence that older people are less prone to depression and anxiety. "Women's mental health gets better as they age," Professor Julie Byles, who heads the study, told me. "It starts to deteriorate between the ages of 80 and 85 but it never returns to the level it was in their 40s." And thankfully, it doesn't approach the levels of many in their 20s.

What's true of women is also true of men. Professor Laura Carstensen, director of Stanford University's Centre on



“ IF OLD AGE IS SO
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Longevity, told the Wall Street Journal, “Contrary to the popular view that youth is the best time of life, the peak of emotional life may not occur until well into the seventh decade.” Her research shows older people tend to see the good more than the bad; are less willing to tolerate the superficial; and value their deepest relationships more than ever.

An excellent new Australian website gives insight into how a diverse range of Australians experiences ageing. It’s based on videoed interviews conducted by researchers from La Trobe, Monash and Sydney universities. And I’d encourage you to listen to these authentic voices.

What’s clear is that physical decline is inevitable as we age. Nora Lee, the panellist I quoted earlier, who features in one of the videos, told of how she’d crossed a threshold recently. A box of Panadol would once have remained unused in her medicine cabinet. “Now Panadol’s my new best friend,” she said, “because of the aches and pains.” Even so, the Australian women’s health study shows half the participants maintained a high level of physical health as they moved from their 70s into their 80s. They were still capable of walking a kilometre and hiking up a couple of flights of stairs.

But who’s not worried about their brain? A lot of attention is focused on the region of the brain that controls working memory and does decline with age. We do become less adept at processing information quickly, or retrieving a name from our crowded memory bank. But as Professor Carstensen has written we mustn’t conflate normal cognitive ageing with dementia. Much less publicity is given to the part of the brain that doesn’t decline, that allows most of us to function well in the world through acquired knowledge and practical experience.

Yes, there are worrying issues with an ageing society because so many more older people are alive now than at any time in history. The numbers with dementia, as a result, are projected to be large. And the numbers in their 80s and 90s who will need some support mean this is no time to stint on services for the elderly.

But the other story needs to be told. With enough resources, life can become more enriching and rewarding as we get older. Ageism is bad. Ageing is not so bad at all.

ARTICLE COURTESY OF ADELE HORIN ‘COMING OF AGE’.
WWW.ADELEHORIN.COM.AU

Flying High into the Eighties



Eighty-three year old Vivienne Fletcher is growing bolder with every year marking her birthday with a daring sky dive.

This adventurous mother of four, grandmother of nine, great grandmother of two, saw with her own eyes that the sky is the limit when she decided to go sky-diving on her 80th birthday.

"My sons used to go sky-diving in their youth. At the time I always told them not to tell me when they were going, just tell me when they had finished, as it sounded too adventurous for me," she said.

Husband Ron, 85, is her greatest fan and is always cheering her on. He was very proud of her.

"He never worried about me sky diving, he said he was proud of me," said Vivienne.

Ron, a civil engineer, who is also involved in tea tree farming and charity work, has no plans to stop either. His latest interest is building a beehive to accommodate native bees - purely for pollinating vine vegetable flowers.

"Ron keeps very busy too," said Vivienne.

Vivienne and Ron could well be described as the poster couple for ageing – showing us all how to get bolder not older.

The couple, married for 62 years this November, have always led active lives and have no intention of slowing down.

Vivienne is about to head off to Europe solo to meet up with her niece. Next on her to do list is to upgrade her mobile phone before she leaves.

"I go to my email each day and enjoy receiving jokes and puzzles. I guess to some people, computers and mobile phones seem complicated but I have always had an inquisitive mind and love anything new."

Ron and Vivienne, who met aged 16 and 18 at a Catholic dance and went ice-skating on their first date, live by the adage that age is just a number.



Vivienne takes great pride in her appearance and says she takes us much care dressing stylishly each day as she ever did.

"I have always had a love of colour and clothes," she said.

"Who wants to look shabby and old? Certainly not me, so I try to maintain a good standard and that makes me feel good about myself."

When they are not pursuing their individual interests, the couple organise bus trips for the residents of their retirement village. They go on short holidays together researching possible tour destinations.

"We are often out and about in our car checking out places to stay and points of interest. We need to stay in the accommodation and eat at the various locations – checking them out for our fellow residents. I love it!" Vivienne says.

The couple love travelling and have no plans to stop seeing the world.

"We have found that with retirement comes plenty of time and so we travel overseas each year for approximately three weeks each time."

Since retiring, the couple have visited South America, Alaska, Russia, Vietnam and travelled by train across Japan. Last year they enjoyed a three-week cruise.

"We have always enjoyed life and what it has to offer," says Vivienne.

Feros Care goes International

Feros Care is officially an international provider of telehealthcare products and services, as part of a pilot in New Zealand to promote better health solutions for seniors.

The pilot program is being funded by The Selwyn Foundation – an aged care services provider and retirement village operator in New Zealand – and will include Feros Care’s award winning My Health Clinic at Home (MHCAH) service as well as their Telecare-home safety monitoring solutions to support the older people.

Feros Care CEO Jennene Buckley said this is an exciting step for Feros Care. She said: “Having the opportunity to take our telehealthcare technology to New Zealand, and to be working with The Selwyn Foundation, an organisation that shares our desire to increase independence and health outcomes for seniors.”

Over the next six months, The Selwyn Foundation will pilot Feros Care’s innovative MHCAH technology, encouraging people with chronic health conditions (such as heart conditions, blood pressure problems and diabetes) to know their own health, and to identify problems before it leads to a hospital visit.

Jennene said “using the simple touch-screen computer (similar to an ipad), people can have their health and vital signs monitored from the comfort of their own home by a health care professional on a daily basis.”

“This technology addresses the need to provide aged care and health services smarter. It’s not always possible for people to visit their doctor in a timely manner. Not only does the technology provide the opportunity for virtual GP visits, Telehealth nurses provide coaching and support for seniors to better understand and better manage their health conditions. Telehealth nurses identify concerning trends in their health condition and to act in a timely matter to reduce their risks of hospitalisation,” said Jennene.

Under this pilot, the MHCAH technology will operate seven days a week, making it possible for seniors to be discharged from hospital on Friday afternoons, knowing that they have appropriate care and support available at home.

The Selwyn Foundation CEO Garry Smith said: “This pilot will help us identify how this technology can reinforce people’s understanding of their GP’s recommendations, and how we can support and coach users in putting this advice into practice at home as part of their daily routine. Such interaction will also aid in early detection and management of health issues and create resilience on the part of users so that their wellness is maintained for longer.”

Selwyn and Feros are very excited to be working together on this pilot and hope it is the first of many initiatives together.



SELWYN FOUNDATION'S GARRY SMITH WITH JENNE NE BUCKLEY



THE MHCAH TECHNOLOGY PROVIDING SUPPORT FOR SENIORS



A Day in the Life

Juggling the 24/7 demands of residents and staff in an aged care facility is all in a day's work for Feros Village Bangalow Care Manager, Grescha Brewer.

When it comes to residential aged care, Feros Care proudly tells seniors to 'not just live with us, come alive with us.'

Seconding this motto is Feros Village Bangalow Care Manager, Grescha Brewer who is delighted by the lively and homely environment her and her team have created.

"I love that we deliver care differently, and encourage our residents to take dignified risks so they can truly live their lives.

"When someone asks me 'what makes Feros different?', I say it's that we all have fun, we laugh, we share the same passion, and our residents come first with every decision we make.

"Our team does an amazing job in our villages, and our staff know just how much of a difference they make to our residents' lives. It's very satisfying to know that you have made a positive change – sometimes very small – but that's what inspires me to keep working in aged care."

A key point of difference for Feros Village Bangalow is the menagerie of pets wandering around freely. When Grescha joined the Village, she was supported in adding to the already pet friendly environment that now includes dogs, chickens and cats, co-habiting with the Village's resident family of birds.

"Our pets provide companionship, unconditional love, encourage exercise, and their spontaneity can help new residents settle in and well as engaging with visiting children and families," she said.

Grescha said there are many rewarding aspects of her job – from seeing residents smile and being happy, seeing staff having lovely interactions and laughing with the residents, to finding that 'one little thing' that lifts a resident's spirits or settles one down.

When asked what her typical day consists of, Grescha gives a quizzical look.

"That's a tough one because we don't really do typical here. Yes we have routines such as meals and care regimes, but when I walk in in the morning, I'm never sure how the day will pan out.

"Just like our residents, every day is different. We thrive on chaos – but in a good way. Our staff, volunteers and residents are spontaneous and we are always coming up with quirky things to do.

"A recent notable event involved a Feros resident who was a double amputee. After a lengthy rehabilitation, he walked through the village doors on his own two legs and was greeted by a guard of honour of staff and residents. Everyone – residents, staff, visitors, pets – we were all honoured to be able to share this special moment. The Feros difference is that everyone celebrates everyone's achievements."

On a completely different note, Grescha laughs hysterically about a recent Village fashion show they decided to have. The staff bought loads of clothes from the local opportunity shops.

"We called this 'from hallways to runways', and everyone – residents, staff and volunteers – got in on the fun and modelled weird and wonderful combinations of clothing.

"One of our male residents wanted to model four different outfits, and on each time, he wore less and less clothing. It was absolutely hilarious, and he thoroughly relished reliving and sharing his own 'full-monty' moment, and being surrounded by people who love him.

"If it wasn't for the Feros Village Bangalow signage at the front of the building, you could be forgiven for not realising you were in a nursing home," she said.

Grescha said that fun is a common occurrence among staff and residents.

"Our village isn't an ordinary 'nursing home'. It is extraordinary because it's filled with love, laughter, fun, 'feeling homely and at home', and we have a true commitment to making a difference.

Key initiatives Grescha has introduced since working with Feros Village Bangalow include:

- Ensuring the facility feels like the residents' home, rather than like a clinical environment.
- Reinforcing that this really is the residents' home, and staff are visitors in it.
- Ensuring that residents' activities are not just on an activities calendar, but are everyday tasks.
- Trying to involve residents in tasks that they would normally have done at home, including setting tables, folding laundry, sitting outside and reading a magazine.
- Reminding staff that they need to be resident focused not task focused.
- Working with staff to ensure the facility feels like a special place as soon as you walk in.
- Improving the nutritional value of meals and thereby reducing their reliance on medications.



FOR GRESCHA ONE OF THE REWARDS OF THE JOB IS INTERACTING WITH RESIDENTS.



GRESCHA CONSULTS WITH TEAM MEMBERS REGARDING RESIDENT CARE.



IN HER SPARE TIME GRESCHA ENJOYS RENOVATING AN OLD CARAVAN AND SEWING.

Grescha said "I feel blessed to be able to share so many special moments, from having a resident respond to a spontaneous memory or recognition, or unearthing something special that gives them comfort. I'm privileged to see how amazing our seniors are, and I want to give them dignity they deserve."

Three things Grescha loves about her work:

- 1 We're a family – we cheer each other on.
- 2 Feros is forward thinking. We're always encouraged to give our ideas a go.
- 3 Our pets play an amazing role in village life

Facts about Grescha

- Grescha - a nurse - applied for the position at the Bangalow facility, while on a family holiday in 2010.
- Grescha is a keen surfer and former sailing instructor. She is married with two children, Chloe 13 and Spencer 10.
- She loves embroidery, sewing and weaving and is renovating a 1959 Sunliner caravan.

Feros Launches eVillage



An innovative telehealth pilot is providing Feros Village residents with greater access to GPs and medical specialists using video conferencing technology.

The Department of Social Services is funding a national trial to assess whether the Medicare Benefits Scheme (MBS) should include a billing item for GPs to conduct video calls with seniors living in residential care. Feros Care is implementing the trial in Northern NSW and has titled it Electronic Village (eVillage).

eVillage connects residents at Feros Care Village's in Byron Bay, Bangalow and Wommin Bay (Kingscliff), as well as Alstonville Adventist and BaptistCare Maranoa with their GP. Participating GPs use advanced videoconferencing technology to assess and discuss the resident's health.

Feros Care's CEO, Jennene Buckley, said it is important to incorporate technology as part of a holistic approach to improving health outcomes and social interactions among seniors in community and residential settings.

"Over an 18 month period we've facilitated more than 330 videoconferencing calls. Connecting residents with their GPs has resulted in improved access to health care providers, fewer hospital admissions and increased integrated care," said Jennene.

Primary Care Manager Shelly Fletcher said telehealth consults eliminate the need for GPs to travel to the residential village, and provide residents with responsive, regular and thorough care.

"The virtual connection has improved escalating care which traditionally involved an RN calling the GP or sending a fax requiring the GP to spend time responding without receiving funding. Thanks to the virtual connection the GP can be paid to see and speak directly to the resident, with a registered nurse; without leaving their practice," she said. "It's also user friendly, and once residents start using it, they love it."

This same video conferencing technology is used to keep residents connected socially. The residents participate in virtual multicultural chat clubs, tours of art galleries and games day (where residents from the three sites connect virtually to battle out Scattergories or Bingo).

Feros Care CEO Jennene Buckley said the importance of technology was two fold in aged care.

"We are strategically focused on using cutting edge technology to improve the efficiency and flexibility of our workplace practices and also using technology to ensure seniors maintain their independence," she said.



Feros Hosts Research Trial to Reduce Falls



Jennie Hewitt

Residents at Feros Village Wommin Bay are taking part in a scientific study aimed to change the way exercise programs and physiotherapy in the nation's aged care facilities are funded.

Physiotherapist Jennie Hewitt said the 'Exercise For Falls Prevention In Residential Aged Care Research Trial' highlighted ways the right exercises can reduce falls amongst seniors living in residential care.

Jennie is part of a team from the University of Sydney working with researchers from the University of Queensland and the University of Technology to conduct the scientific study in North Coast residential villages. It is the fourth year of the trial. Feros Care became a major sponsor of the program this year.

"Feros Care is committed to quality of life and to falls prevention".

"I decided to base my further research here because Feros Care provides exercise programs and is focused on falls prevention although not directly funded for that," Jennie said.

"We hope the results of the trial will challenge the policy makers and change the way exercise and physiotherapy is funded in residential aged care," she said.

Jennie said research shows muscles retain the ability to get stronger well into our 90s but there was little conclusive evidence available to show effective ways of reducing falls in adults in residential care.

"Until now most research into falls has focused on seniors living at home. However people living in residential villages fall more often and tend to have more complex health issues," she said.

"There is potential for this study to have immediate and long-term impacts, both for the benefit of older individuals and also in reducing the need for direct health care."

Jennie said many Feros Care residents were already very mobile, engaged and active.

"It makes sense that more active people have better balance," she said.

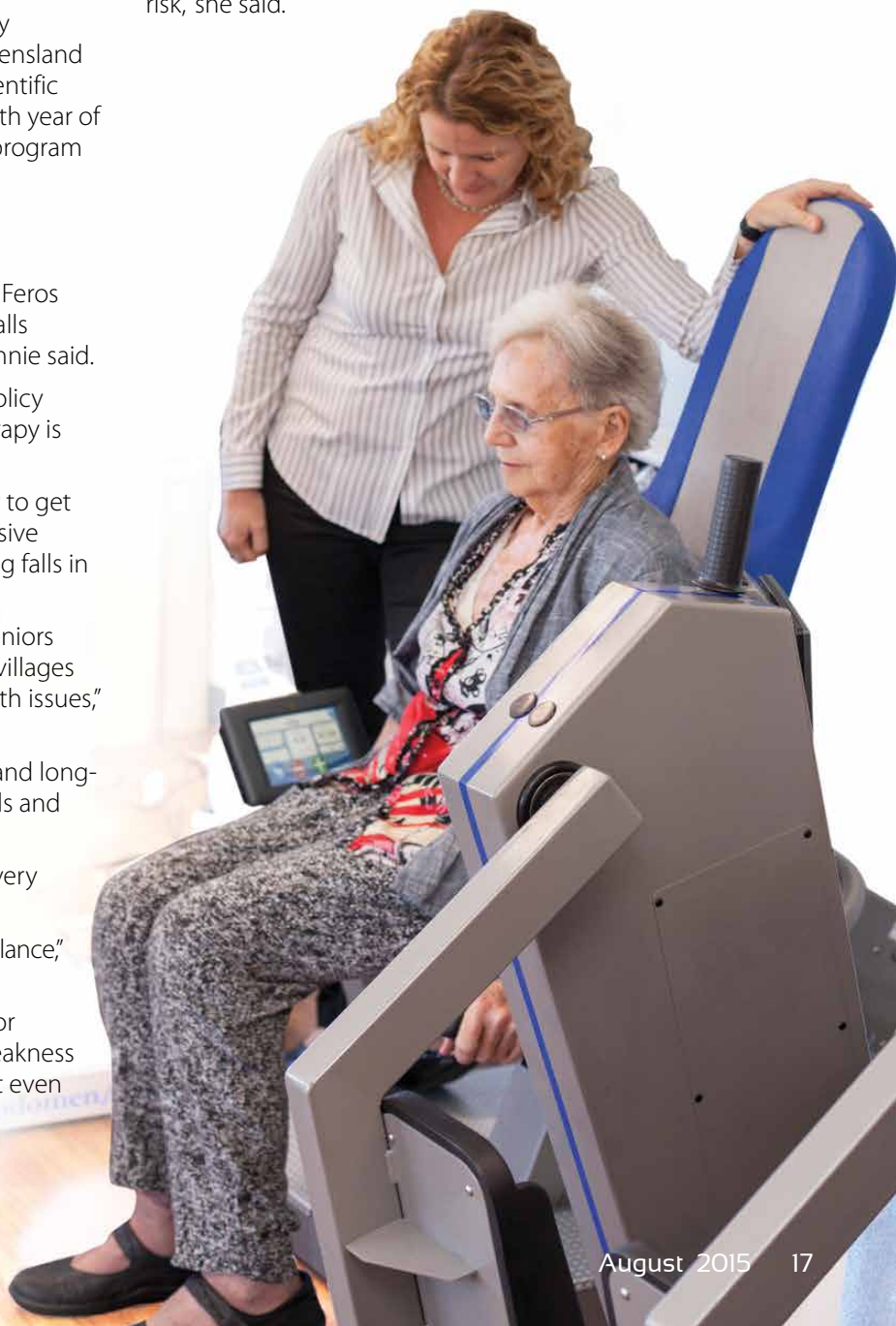
"But just asking someone who has been sedentary for years to become more active without addressing weakness and balance issues won't solve the problem. It might even increase their risk.

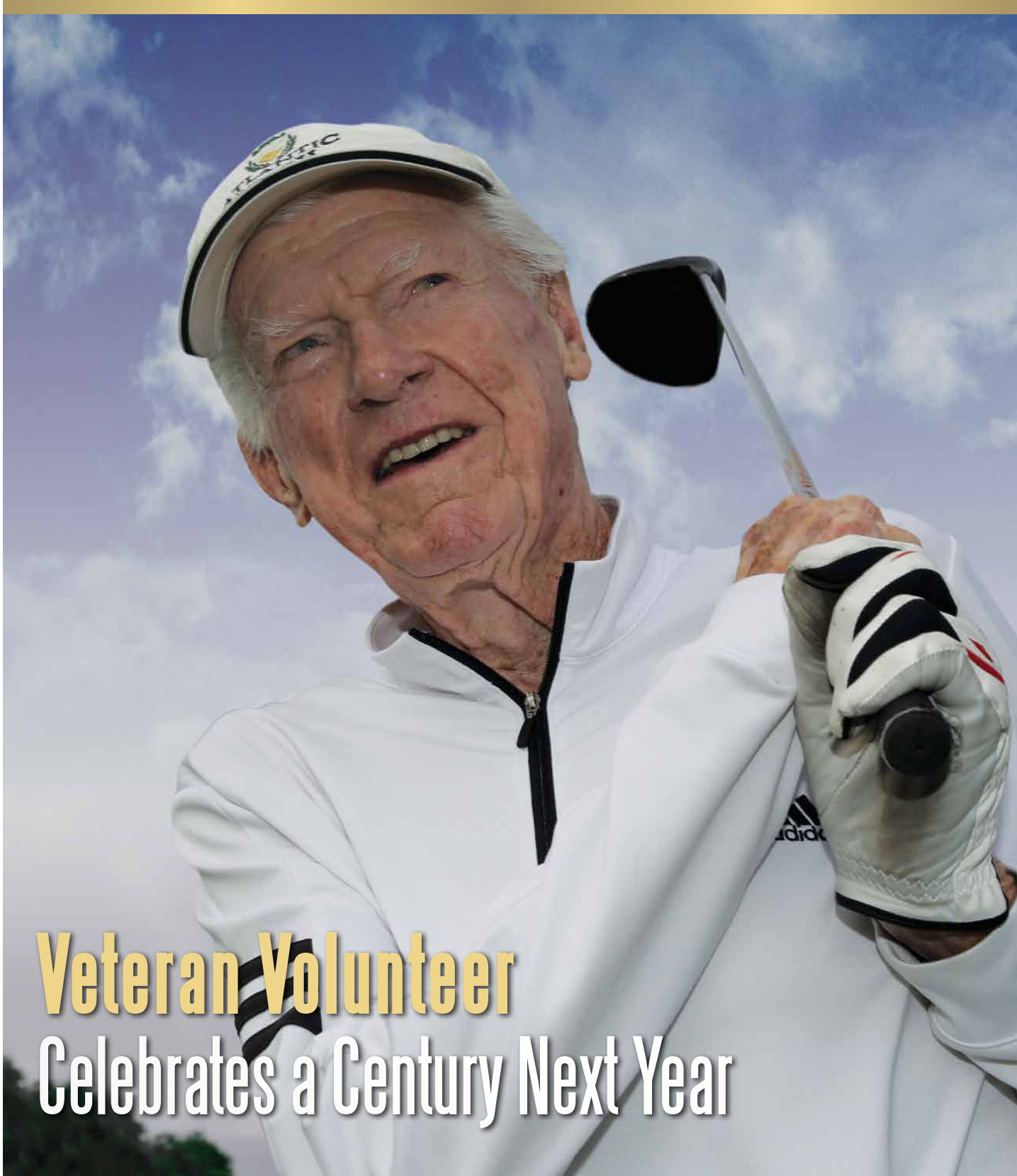
"Certain key elements need to be included in falls prevention exercise programs."

Since March this year, Feros Care seniors at Feros Village Wommin Bay, have taken part in three hours of balance work classes a week, designed to suit the varying abilities of participants. The exercises aim to make changes to their muscles and nervous system.

Jennie said fewer fall-related hospital admissions will reduce costs to society and the health care system, and help to improve access to hospitals.

"Studies show that supervised regular and ongoing exercise that incorporates dynamic and static balance can reduce falls risk," she said.





Veteran Volunteer Celebrates a Century Next Year

Wal Edwards turns 100 next year but he says that's no reason to slow down.

This World War Two veteran has been a grief counsellor and a welfare officer at the Harbord Diggers Club (in Sydney), for the past 20 years, and also recently celebrated 50 years with Rotary.

You're never too old to get involved in the community, according to Wal Edwards, who works tirelessly to help those who can't help themselves. He is particularly passionate about the homeless.

Wal's services to those that are grieving, along with the sick and lonely were recently recognised when he was awarded the Medal of the Order of Australia.

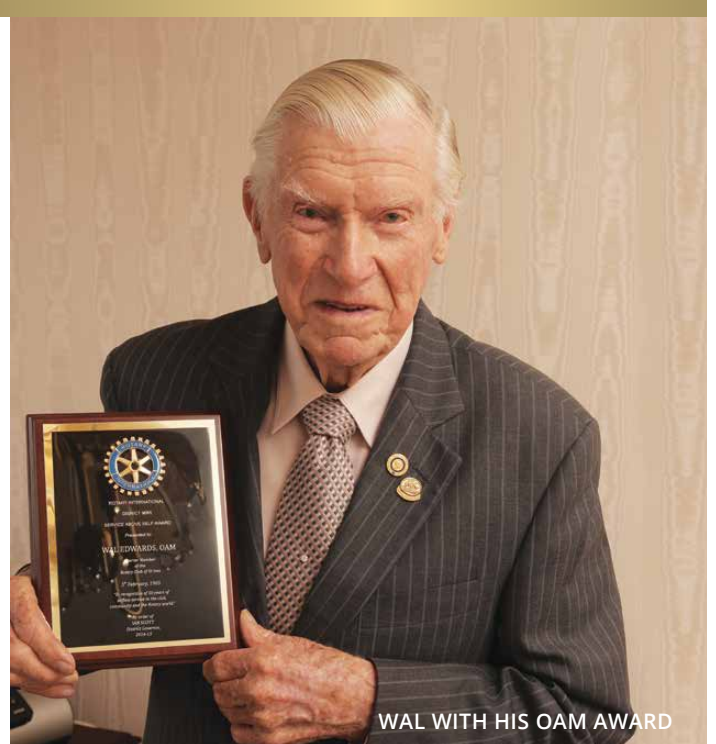
"I've had a lot of grief in my life," he said. "I lost a son who was only 28 in a car accident and lost my second wife from cancer after 40 years of marriage - I have learned to be very compassionate.

"Death teaches you a lesson about life. You don't know what is around the corner. When my second wife passed away I decided to reach out and find others who were grieving too, and that's when I became a welfare officer at the Harbord Diggers RSL Club."

Mr Edwards believes the secret to his long, productive life was in his open heart.

"Take the hate and anger out of your heart. Concentrate on those less fortunate. Reach out to people in the community. There's always someone out there that needs help. When you think about others, that's when you start to live," he said.

Mr Edwards is clearly a force to be reckoned with. He was a real estate agent for 30 years, and has been on the Board of the Real Estate Institute of NSW for the past 13 years, to "stop the crooks." He was a foundation member of the St Ives Rotary Club and has worked as welfare officer there since the 1990s.



WAL WITH HIS OAM AWARD

Mr Edwards also liaises with the Department of Veteran Affairs on behalf of former servicemen. He served in the army for four years and fights for the disadvantaged now.

In his spare time, he enjoys a game of golf, and earlier this year travelled to New Zealand on a golfing holiday, where he played six 18 hole courses .

Mr Edwards will celebrate his 100th birthday in November, 2016, and said he has found great happiness with his third and "decades younger" wife, Joan. The couple live in an apartment in Manly.

“ REACH OUT TO PEOPLE IN THE COMMUNITY. THERE'S ALWAYS SOMEONE OUT THERE THAT NEEDS HELP. WHEN YOU THINK ABOUT OTHERS, THAT'S WHEN YOU START TO LIVE. ”



WAL EDWARDS WITH WIFE JOAN



BRYAN KING

Gold Coast Social Transport Volunteer Bus Driver

Feros Care volunteer bus driver Bryan King, 64, says volunteering means more to him than just a chance to give back to the community.

"I have lived on the Gold Coast for 30 odd years and got a lot out of life here and thought it was time to give back. I never expected to get such a hell of a kick out of it," he says.

"I went into volunteering with my eyes wide open – never knew what I was in for, but it exceeded my expectations."

Bryan King volunteers as a bus driver for Feros Care's social transport service, a program offering affordable door to door, transport for seniors. He happily donates seven hours each week driving seniors to and from social activities.

Bryan's volunteering role involves picking up different groups of Gold Coast seniors from their homes and driving them to the Tweed River Regional Art Gallery in Murwillumbah to view the Margaret Olley exhibition. He also drives a busload of seniors to the Tweed City Shopping Centre once a fortnight.

"The Margaret Olley trip is a ten hour day. My work involves picking up six people. I'll drive as far as Runaway Bay and Labrador to collect people for the tour. It's about four hours on the road there and back and the rest of the time is looking after the seniors at the gallery. We have lunch, coffee and do the tour and then it's about gathering them all up and taking them home," he said.

"It's so enjoyable – it's giving back to the community that's for sure. The connections I have with the people is fantastic. I love seeing the interaction benefit them and others - it makes for a great day out for everyone."

Bryan says he has also enjoyed watching a strong camaraderie develop amongst a group of seniors he takes shopping regularly.

"The seniors on the shopping tours are a fair bit older – one lady is 90 - and they need help on and off the bus. I pick them up from home, take them to Tweed City, let them do their own thing with shopping and then meet them for a coffee and a chat. Then I help them back on the bus and once we get them home I take their shopping inside for them. It's really a great day and it varies – the smallest group can be four – the largest group seven," he said.

"They didn't know each other at first, but they certainly do now. They are cheeky, but they are good. I stir them up a bit. They like to talk about everything from current affairs, their life, their history, husbands, ex-husbands and their jobs.

"A couple of them are from England and Germany. It's really interesting to hear stories of their life."

Following the success of Feros' Gold Coast social transport, Feros has launched its Wide Bay social transport with a range of activities to keep seniors active, engaged and inspired.

Step back in time with an insightful tour of Maryborough's Portside, take a fascinating journey with Mary Poppins, get up close with Australia's wildlife on a river cruise, discover the Fraser Coast and explore Howard Township. This affordable social transport service picks you up from home for a day out and brings you back home in the afternoon!

If you would like further information about our social transport service, please call 1300 763 583.

Volunteers play a key role in Feros life



Feros Care is fortunate to have the support of a dedicated team of volunteers who provide companionship to clients and assist with shopping, visiting, crafts and hobbies, outings, home maintenance, transport and gardening.

Feros is looking for volunteers to enhance services, providing quality of life, laughter, purpose and support to seniors.

Volunteers assist with social activities, transportation, shopping, reading, music, crafts, sewing, gardening, computer work, maintenance and a number of other interest and professional areas.

If you're interested in volunteering, please call 1300 763 583.

Feros Care's Youngest Volunteer



Heidi Jewel is one of aged care provider Feros Care's most hard-working volunteers – and the youngest – she started high school this year.

Every weekday, before and after school, Heidi, 12, visits Feros Village Byron Bay. Her role involves a variety of duties from caring for the village pets to visiting residents in hospital.

"In the morning before I catch the school bus I visit the village and attend to the bird aviaries and feed the rabbits and guinea pigs. After school I walk the village dogs, and some afternoons I help in Cottage Three with afternoon tea."

During the school holidays Heidi helps with morning teas and writes shopping lists for the residents she calls "her friends".

Heidi said "Being a volunteer is fun and I get to do kind things for people. The residents tell me funny stories. I look forward to seeing them... I love coming and making someone's day or meeting someone new."

Heidi was inspired to volunteer because the Village is filled with beautiful people and she enjoys being a part of their lives and helping them smile. She's also proved to be quite the card-shark, playing cards with the 'boys', residents John, Nick, Hugh and another volunteer David.

"I have met the nicest and kindest people and they have helped me with my confidence with starting high school in 2015," Heidi said.

Life By Heidi Jewel

Loving life lets lives live long
I often wonder,
If I could ponder;
What happens after death,
I'm not sure, but I think I know;

I have a theory,
A door with a key;
I will tell you now
The truth may hit you with a WHAM, PUNCH,
KABOOM, POW;

I think that after death comes a new life
Instincts like a sharp knife
Heaven giving you a second chance
To walk on Earth, to prance

The clouds jump with joy
When there is a new boy
The moon gives a twirl
When there is a new girl

Many people say I have lived many lives
And with every one I have learned something new
People say it's because I'm so wise
Starting with how to brew



Pumpkin Pals

Feros Village Bangalow's Bruce (pictured below) is a born story teller (and has a lots of stories to tell) and he also has lots of skills to share too! One of his keen hobbies has always been gardening, a bond that he shares with maintenance Team Leader Warren. The pumpkins in the photo were grown by Warren using pumpkin seeds from Bruce's vegetable garden at his home in Maclean, NSW.



Hallways into Runways

To celebrate Australia's Biggest Morning Tea the hallways of Bangalow Village were transformed into a fashion runway. Staff and residents frocked up by wearing fashion items that were donated by a local op-shop. Similar to the international events, this fashion show also involved outfit changes and a few wardrobe malfunctions. Overall, it was a great day; so much laughter and many smiles.

Robot and residents go on a virtual outing



Feros Care used a robot to take residents on a virtual journey to the Tweed Regional Museum recently.

Known as Wheel-I-Am, this robot accompanied seniors from Feros Village Wommin Bay on a visit to the Tweed Regional Museum. Residents who weren't able to visit the gallery due to reduced mobility, were still able to participate by remotely controlling the robot from the village.

Wheel-I-Am is yet another way of ensuring that our residents feel connected and are included. The reality is that some residents won't be able to attend this event due to health or mobility issues.

Biggest Morning Tea

At Feros Village Wommin Bay residents joined in the fun wearing their silliest hats – most handmade in a village activity earlier in the week. Our Positive Living team and volunteers got right behind the event donning costumes straight out of Alice in Wonderland's Mad Hatters Tea Party. The kitchen staff made sensational tea party treats and we were entertained by a local magician. A wonderful morning enjoyed by all!



Be part of the '...as I age' conversation

Feros Care is taking its oversized, stand-alone chalkboard around the country and asking people to finish the sentence 'As I Age.'

This public art installation – known as the 'As I Age' wall – is designed to be thought provoking, and to get the conversation started on how we interpret getting older.

The 'As I Age' wall is a Feros Care community project that stands 2 metres high and 12 metres long. This has been adapted from the popular 'Before I Die' installations by Candy Chang. There are more than 550 'Before I Die' walls in over 35 languages and 70 countries.

Jennene Buckley, Chief Executive Officer of Feros Care said 'As I Age' is all about igniting conversation about growing older.

"I'm so excited about what the locals will have to say, and what comments they will add to the board. Older people often don't feel like they can voice their concerns about ageing, and the Wall gives them permission. They aren't used to such personal expression.

The wall's first public outing was at Cooly Rocks in May, and saw thousands of people of all ages stopping, reading and chalking their thoughts and comments about ageing.

Jennene said there was also an amazingly positive reaction to the Wall's installation at Byron Bay Writers Festival in August. Hundreds of people of all ages completed the 'As I Age' sentence. The wall drew large crowds and it became a talking point between groups of strangers.

Proof that ageing impacts everyone, two teenagers were captured saying: "No matter what our age, we are ageing", as they participated in a public interactive art installation.

"No topic was off-limits – from sex to beliefs to incontinence," she said.

The Board is also appearing at:

- Melbourne Writers Festival (20-30 August)
- Brisbane Writers Festival (2-30 September)

"This is one of the biggest and most provocative community campaigns Feros has ever undertaken. We work hard to constantly challenge the perceptions and stereotypes of ageing. This public art installation is impossible to ignore, as is ageing!



"I urge everyone to help get the conversation started, and part of the changing face of ageing. Get involved, have some fun, and chalk your comments on the wall."

Some of the many comments to be chalked include:

- ...I don't want to be homeless.
- ...I give thanks, as old age is not offered to everyone.
- ...I want to realise my full potential and capture the essence of life.
- ...I live to love and be loved, and to embrace my future and freedom.
- ...I realise life is too short be happy.
- ...I would like respect.
- ...Be happy and sexy.
- ...I ache.
- ...I long to be with family.

Wellbeing Matters



Every Australian, regardless of their age, deserves good mental health. It keeps people satisfied, optimistic and gives them a sense of purpose and belonging.

This means that as people grow older, they shouldn't think that depression and anxiety 'goes with the territory'.

While exact rates are unknown, research by the National Ageing Research Institute suggests between 10 to 15 per cent of older people living in the community experience symptoms of depression.

Frail older people, those living with chronic conditions, and those needing a high level of home help are even more at risk of developing depression and anxiety.

To help older Australians reduce their risk of developing depression and anxiety and achieve their best mental health, beyondblue has recently released two booklets designed specifically for older people and those caring for older people.

The first booklet, **Connections Matter**, provides advice for older Australians on how to connect with their community, to ward off loneliness and increase their protection against developing depression and anxiety.

With research showing up to six in 10 older people feel lonely, **Connections Matter** offers tips on how older people can improve their social connections, through joining local social groups and by using the internet and online programs such as Skype.

The second booklet, **What works to promote emotional wellbeing in older people**, identifies and rates the best activities for improving and protecting the mental health of older people. It has been designed specifically for aged care workers, but is also helpful for everyone who has an older person in their lives.

Based on La Trobe University research, the booklet rates activities on a scale of zero to three for how effective they are at improving older people's mental health.

Importantly, there are activities in the booklet to suit older people of all physical and cognitive capabilities, including those with memory problems or dementia. These range from physical activities like gardening and tai chi, to relaxation activities like meditation.

The top five most effective activities for improving the emotional wellbeing of older people in community care are exercise, tai chi and qigong, self-help through books (bibliotherapy), computer-based therapies or computer games, and reminiscing about the older person's life and the challenges they have overcome.

beyondblue CEO Georgie Harman said older people, their friends and family, and those caring for older people, should read these booklets to learn how to stay mentally healthy.

"By proactively looking after their mental health as they grow older, seniors can reduce their risk of developing depression or anxiety and improve their quality of life. People in caring roles can also play a vital part in improving the mental health of the older people with whom they work," she said.

"The beyondblue website also has other information on mental health, including inspiring personal stories focusing on older people, available at: www.beyondblue.org.au/resources/for-me/older-people.

"We hope this information will inspire seniors to look after their mental health, which will help them live life to the full."



Article courtesy of Beyond Blue

Feros Cements Reputation as Leader in Quality Home Care



Jenni Marsh



Feros Care has cemented its reputation as an innovative, high quality provider of services to the Home Care sector.

An extensive Australian Aged Care Quality Agency audit, conducted earlier this year, reviewed Feros Care's home care policies, procedures and processes to ensure they met stringent Quality of Care Principles under the Home Care Common Standards*.

The audit team also interviewed 62 Feros home care clients who provided feedback – both positive and opportunities for improvement.

Feros Care Director of Business Excellence, Jenni Marsh said the results demonstrated how important staff interactions with clients were to the success of the organisation.

"It's the auditors' interviews with clients, their families, care staff and managers that provide us with real insight as to how we are going," she said.

The auditors were particularly impressed with Feros Care's individualised care plans. They reported that we got "right down to the essence" of care delivery. They also described our information and staff management systems, communication, training and ongoing support systems as strengths.

Jenni said the secret to the successful audit was that clients' and carers' perceptions on how well we are delivering services against their expectations is continually measured.

"Our clients play the most significant role in defining and evaluating our commitment to service excellence.

"Feros Care views feedback, both positive and negative, as an opportunity to monitor and improve service quality by ensuring the provider is identifying and meeting client needs," said Jenni.

* The Home Care Standards were developed jointly by the Australian government and State and Territory governments to help simplify and streamline the way community care is delivered.

Feros Care scores 100 percent in its Residential Accreditation

Byron Bay and Bangalow residential villages have both received a perfect score during recent accreditations by the Australian Aged Care Quality Agency.

The Federal Government's mandatory accreditation process ensures the care and services delivered to residents comply with Accreditation Standards.

The auditors recommended that both villages receive a full three year accreditation after their thorough review.

According to the auditors "the residents know they live somewhere special... we couldn't find any opportunities for improvement... what a pleasure it was to come to the home and see Feros Care in action!"

Feros Care CEO Jennene Buckley said "I am immensely proud of our residential team. They shine on a day-to-day basis; however it is wonderful to have this formally acknowledged in the Federal Government's accreditation process".

Key highlights for the auditors included:

- The staff are friendly and welcoming and clearly proud of working in Feros Care residential villages
- The staff's approach in encouraging 'dignified risk taking' for its residents
- The major role pets play in village life
- Feros Care's latest recruit 'Wheel-I-Am' (our robot that links less mobile residents to activities in the community)
- Feros Care's robust systems and processes

"Many residents proudly showed off their home, and expressed their satisfaction with the care and support they receive. They spoke about the friendships they have formed and the opportunities they enjoy in being part of the village and the wider community.

"It shows the level of trust the residents and their families have and it is a credit to our dedicated staff and managers who work at Byron Bay and Bangalow villages," said Jenni.

FEROS CARE CELEBRATES 25 YEARS

Reaching 25 years of service in any business is a milestone, but in the ever-changing aged care sector, this is momentous and worth celebrating!

In typical Feros style, a month of celebrations were had to pay tribute to everyone who had played a role in the organisation's success story.

Twenty five years ago on 24 June, Feros Village Byron Bay first opened its doors. 25 years later, the village made sure its residents, family, friends, staff and volunteers had a day to remember.

Residents proudly showed off their rebellious side, riding around town on the back of trikes driven by a leather clad bikies. A local artist created sand sculptures throughout the day, party food flowed, and family and friends and long serving staff made sure they were there for the festivities.

Following on from the village birthday celebrations, Feros hosted a silver anniversary event bringing together the wider community of Board, members, suppliers, long-serving staff who have played a role in this remarkable success story.

The event was held at Byron at Byron, and paid tribute to the many people from all walks of life who have ensured Feros went from a single village to an aged care organisation offering services Australia wide.

Shirley Nelson, Feros Care's founder and first Chairperson praised Feros Care for always delivering quality care, and lifestyle support for seniors and their families.

"It's the people that make Feros great... from the community who contributed to getting it started, to the Board, the members, the fundraisers, the staff, and volunteers... During my long career, I have never experienced the shared culture, the enthusiasm, and the leadership that is so palpable," she said.

Heralding the sentiments of Shirley, Feros Care CEO Jennene Buckley acknowledged the people that made a dream a reality.

Jennene said "For 15 years I have watched our organisation grow, not just financially and geographically, evolving into



SHIRLEY NELSON AND CURRENT BOARD MEMBER ALLEN LIND



FEROS BOARD MEMBERS WITH THE CELEBRATION CAKE

a leader in the aged care arena. I am proud to see how the Feros culture has developed during this time and to watch how excited our staff are to be involved in new challenges and projects, and how competent they are."

"Feros is also blessed to have strong leadership from its board of directors, who generously give their time and support to chase shared dreams. Their support and endorsement of our strategic, operational and capital plans... enables us to take risks and to embark on new projects. Their trust and support in the Feros senior management team removes any barriers to innovation and so we can create something special in aged care."

"I am so proud to be part of an organisation that dares to dream big and make dreams happen... I look forward to the next 25 years which I'm sure is going to be an enormous ride for everyone involved," Jennene said.



Feros Village Byron Bay celebrated 25 years since its opening on 23 June 2015. The day saw residents welcome visitors with a drumming display, enjoying trike rides around Byron and watching a local sand sculptor recreate characters from Alice in Wonderland.



BYRON RESIDENTS OUT AND ABOUT ENJOYING THE VIEWS



Rick Stewart

Our Own Master Chef



Moroccan Chicken & Couscous

INGREDIENTS

4 small chicken breast
½ tsp smoked paprika
Seasoning
Oil for cooking
1 cup white wine (Chardonnay)
Couscous

Salsa

200 gms chargrilled capsicum red and yellow
1 red onion
1 tsp garlic clove, crushed
100 gms chick peas
1 punnet cherry tomatoes halved
1 sml tin crushed tomatoes
1 tbsp fresh herbs, basil, oregano, rosemary
1 cup baby spinach

Method

Chicken:

1. Pre heat oven to 170 degrees.
2. Firstly, heat an oven proof fry pan and add a little oil. Gently place chicken breasts into hot fry pan, placing serving side down. After about 30 seconds turn chicken over and cook for a further 30 seconds. Remove from pan.

Salsa:

1. In the same fry pan, fry off chopped onion & garlic, then add other ingredients. Add crushed tomatoes last. Simmer for around 3 minutes. Return chicken back to pan.
2. Lightly sprinkle with smoked paprika, seasoning and fresh herbs, and pour white wine into pan, place pan into oven and cook for around 10 minutes until chicken is cooked completely. Finish off with a drizzle of balsamic glaze, to give the salsa a little hint of acidity.

Serve with couscous and steamed vegetables. Enjoy!

Shining the Light on Food

Feros Care is taking part in The Lantern Project, a research program that is shining a light on the importance of nutrition in residential aged care.

Gold Coast dietitian Cherie Hugo is behind The Lantern Project idea. Cherie is working with Feros Care head chef, Rick Stewart, to ensure the menus are as nourishing for the body and soul, as they are delicious.

“Feros Care’s philosophy about food is awesome and I wish my job reviewing menus in aged care facilities was always this easy,” she said.

“Good food is often the highlight of the day for aged care residents and Feros Care is passionate about choosing good produce and letting the flavour speak for themselves”

Cherie said The Lantern Project is about working out solutions to give aged care residents the nutrition and proper care that they deserve,” she said.

Cherie conducts nutrition education sessions and regularly reviews Feros Care menus.

Rick said “Feros Care wants to make seniors better through food. We don’t give supplements here. People generally feel better when they know there is a lot of effort and love put into the food they eat.”



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- We offer a vibrant community atmosphere and support you to stay active, healthy and socially connected.
- At Feros, we know pets are part of the family, and we invite them to move into our villages with you.

Call Feros Care today and find out more about making a Feros Care village your home.



1300 763 583



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