



# Sundale Spotlight

NO 5 | AUGUST 2019



The Voice of the  
Sundale Community.





# From the CEO's desk

This is without doubt the biggest Sundale Spotlight yet. You'll definitely need a cup of tea and a biscuit to get through this edition!

The Royal Commission into Aged Care Quality and Safety held a series of sessions in Brisbane earlier this month.

The Commission focused its attention on carers and reported older people in Australia are increasingly choosing to live in their own homes for as long as possible. As a consequence, there has been an increased reliance on family and friends to supplement formal home support services.

Closer to home, Sundale's new, five-year Strategic Plan has been approved by the Board and will be launched very soon.

The Strategic Plan is a road-map for the future and will allow Sundale to innovate, create and contribute, so the wonderful residents and clients in its care continue to live life to the full.

At the heart of the Strategic Plan is accountability, dignity, respect and choice.

Part of Sundale's future is a new logo which will soon appear on uniforms, cars and signage throughout the Sundale network, including our new head office in Currie Street, Nambour.

The new logo reflects the past, but is focused on a new, modern future.

Sundale celebrated a milestone day in late July, when two assessors arrived at Nambour Garden Village's James Grime Care Centre to undertake an assessment against the new Aged Care Quality Standards.

The assessors interviewed a broad cross section of staff and consumers and reviewed Sundale's compliance and transition to the new standards, including clinical care, staffing, workforce and HR and our strategic direction.

I'm thrilled to report the assessors shared stories of positivity, best practice and glowing consumer and staff feedback at the conclusion of their assessment – well done everyone.

Rotary Garden Village recently hosted three special guests, Marley, John and their horse Diablo who triggered a flood of memories and allowed the residents to share many stories about riding to school on horseback.

In July Palmwoods Garden Village hosted a 'get-to-know-you' event, providing residents with an opportunity to catch-up and make new friends. Many residents invited family and friends, so they could sample the delights of Sundale.

The undisputed highlight of the evening was the impromptu dance-off between Personal Carer Shanay Robinson and Residents Committee Chairman Wes Parry.

Sundale also celebrated some milestone birthdays in the past month, with Nambour Garden Village's Betty Bampton turning 90 in style, while Sundale's oldest resident, Hazel Green celebrated her 103rd birthday with cake and a special visit from 7 News Sunshine Coast.

Hazel's secret for a long life – "Eating decent tucker, not those herbs and grass stuff".

Thanks, and appreciation.



Danielle

# Aged Care Royal Commission



The Royal Commission into Aged Care Quality and Safety recently reported family and friends who provide informal and unpaid care to older Australians are critical to the sustainability of the aged care system.

It also noted as Australia's population continues to age, the reliance on informal carers is set to increase.

The most recent Background Paper published by the Commission focused on Carers of older Australians and explored the roles, challenges, and needs, of informal carers of older Australians.

The Paper reported older people in Australia are increasingly choosing to remain in their own homes for as long as possible. As a consequence, there has been an increased reliance on family and friends to supplement formal home support services.

Given the large number of family and friends providing care to people over the age of 65, it is clear the replacement value of these services for the aged care system would be significant, critically affecting its current sustainability.

Despite the reported need for support, the overall proportion of carers who use available carer support mechanisms (including respite care) tends to be low and even then, use is often delayed.

In 2015, 58.9 per cent of all primary carers in the Survey of Disability, Ageing and Carers, had not received assistance from organised services in the previous six months.

Of those surveyed, 35.1 per cent were not satisfied or were unsure about the range of organised services available to assist with their caring role, and 25.4 per cent were unaware of the range of services available.

Potential reasons for this may be a lack of carer-awareness and support to link into appropriate services, as well as specific challenges faced by the needs of diverse communities.

The Paper also reported a lack of cultural appropriateness in services can make it difficult for carers to access and engage in the provision of the formal care of their family member.



Sundale Spotlight is thrilled to announce Sundale's new, five-year Strategic Plan has been approved by the Board and will be launched very soon.

The Strategic Plan is a road-map for the future and will allow Sundale to innovate, create and contribute, so the wonderful residents and clients in its care continue to live life to the full.

At the heart of the Strategic Plan is accountability, dignity, respect and choice. This means Sundale will:

- Enable residents and the clients in its care to live the life they choose within a caring, supportive community;
- Be an agile care provider and respond to opportunities to meet the growing demand for aged care services;

- Take responsibility for the trust residents and clients place in the organisation.

Importantly, the Strategic Plan also complements the new Single Aged Care Quality Framework and Standards which came into force in July and mandated a shift away from traditional models of care and required a dramatic transformation of organisational processes to prioritise and demonstrate quality of care and quality of life.

Thank you to the residents, staff, volunteers and clients for your support throughout this process. Without your valuable thoughts and insight, the Strategic Plan would not have been possible.

**Eagle eyes may have noticed Sundale's new logo.**

A reinterpretation of the old icon, the new Sundale logo reflects the past, but is focused on a new, modern future.

The logo will soon appear on uniforms, cars and signage throughout the Sundale network, including our new head office in Currie Street, Nambour. Sundale Spotlight will also be updated with a new look shortly.

# Welcome

## A milestone day

Sundale's ELT team is complete with the recent appointment of Roisin Dunne as Executive Manager Governance and Clinical Engagement.

Roisin brings a wealth of experience and is pictured with Mark, Michelle and Danielle.



## Party at Palmwoods

Palmwoods Garden Village recently hosted a 'get-to-know-you' event, providing residents with an opportunity to catch-up and make new friends.

Family and friends were also invited, so they could sample the delights of Sundale.

The Noosa District Concert Band played a wide variety tunes, including the energetic Can Can which triggered an impromptu dance-off between Personal Carer Shanay Robinson and Residents Committee Chairman Wes Parry.



Wednesday 24 July was a milestone day for Sundale, the new Quality Standards, the new care model and Sundale 2.0 as a whole.

At 9am, two assessors arrived at Nambour Garden Village's James Grime Care Centre to undertake an assessment against the new Aged Care Quality Standards.

The assessors interviewed a broad cross section of staff and consumers and reviewed Sundale's compliance and transition to the new standards, including clinical care, staffing, workforce and HR and our strategic direction.

At the 4:30pm exit meeting, assessors shared stories of positivity, best practice, glowing consumer and staff feedback which included but not limited to the exceptional care Sundale provides, our new model of care, consumer dignity and choice, the positive change in culture and the responsiveness of management.

Congratulations to the entire team, especially Acting Site Manager Katrina Kozlovic.



What a special day!

A huge thank you to Marley and John and their horse Diablo for recently visiting Rotary Garden Village.

Diablo's visit triggered a flood of memories and allowed the residents to share many stories about riding to school on horseback.

Marley, the granddaughter of resident Alf Catt, uses sign language to communicate and had a wonderful conversation with Rotary Garden Village resident Les, who also communicates using sign language.

# CELEBRATING WITH SUNDALE

Have you ever considered a career at Sundale? The following graduates at Bindaree have:

## Certificate III or IV in Individual Support Aging:

- Kerry-Anne Aspinall
- Claire Davies
- Michelle Freeman
- Melissa Gifford
- Alexia Guest

## Registered Nurses:

- Tegan Blackman
- Breanna Condon

## Enrolled Nurses:

- Rhiarn Mills
- Hayley Quartermaine
- Annya Turner

(1)

The Sunshine Coast's mild winter has been perfect for a cup of tea in the warm morning sun. (2)

It wasn't the result we wanted, but Sundale definitely got into the spirit of State of Origin.

Left to Right: Kate Armand, Liz Kelly, resident Betty Bampton and Site Manager McGowan/Bowder, Kim Richmond. (3)

Residents at McGowan Care Centre at Nambour Garden Village also enjoyed Game 3 with KFC on the couch. (4)

Each month the residents at Rotary Garden Village choose a country they'd like to 'travel to'.

Sundale staff then select activities and a dining experience from the chosen country.

In the past two months residents have 'travelled' to Mexico and Italy, with plans in place to visit the United Kingdom shortly. (5,6)

Welcome to Sundale Glen and Marie.

The couple recently moved into Coolum Waters and are enjoying the proximity to the beach and breakfast on their new patio in the morning sun. (7)

Christmas came early for the residents at McGowan Care Centre at Nambour Garden Village, with a special visit from Santa during their Christmas in July celebrations. (8 -12)



# Milestone Birthday's

There were 90 reasons to celebrate at Nambour's Garden Village's James Grimes Care Centre recently, with much-loved resident Arnold Rogers celebrating a milestone birthday.

Arnold was joined by family, friend and Sundale staff to mark the special occasion.



Sundale's oldest resident, Hazel Green celebrated her 103rd birthday with cake and a special visit from 7 News Sunshine Coast.

Hazel's secret for a long life – "Eating decent tucker, not those herbs and grass stuff".



Nambour Garden Village's Betty Bampton celebrated her 90th birthday in style, with a special ride in a 1965 Bentley Continental, cake and letter from the Premier.

Not to be outdone, Bruce Managh recently celebrated his 99th birthday surrounded by family and friends.



## Staff profile

**NAME** Noela Sharpe

**POSITION** Lifestyle co-ordinator

**LOCATION** James Grimes Care Centre

**HOW LONG HAVE YOU LIVED/WORKED AT SUNDALE?**

Nearly 14 years

**WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?**

Johnny Farnham

**WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?**  
**Edinburgh, Scotland**

**WHAT'S THE LAST BOOK YOU READ?**

Dr Snow ... true story of a Dentist whose surgery was a front for his cocaine business.

**WHAT ARE YOU PASSIONATE ABOUT?**

Life... I love life and I try to help others who may be struggling and fighting personal battles.

**WHAT'S YOUR FAVORITE MOVIE?**

Notting Hill

**WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?**  
Flew to Britain alone for the purpose of meeting friends who I'd befriended on Facebook.

**WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?**

Gentleman Jack ... true story of a woman ahead of her time. Set in the late 1700's early 1800's.

**WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?**

Tai Shan Schierenberg

**WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?**

I can touch my nose with my tongue.

**WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?**

Abraham Lincoln, Ann Lister, Florence Nightengale, Nancy Wake (the mouse, informant during WW2).