



SUNDALE
CREATING COMMUNITIES SINCE 1963

Spotlight

NO 18 | SEPTEMBER 2020

The Voice of the Sundale Community





From the CEO's desk

Most importantly the activities were a catalyst for team members, care recipients and residents to ask "Are you okay?".

It's been another remarkable month at Sundale.

Firstly, thank you for your ongoing courage, kindness and support throughout the COVID-19 situation.

In the past month we made the considered decision to ease restrictions at our Care Centres and move to Phase 2 of Sundale's roadmap to easing restrictions, which allows face-to-face communication between care recipients and their families and friends to take place.

Sundale will continue to work with Queensland Health and make responsible, considered decisions to protect the health and wellbeing of the entire community, including our care recipients, residents and team members.

Setting aside the COVID-19 situation for a moment, there some terrific articles I hope you get the opportunity to read in the September edition of Sundale Spotlight, including FY20, a reflective article which details some of the amazing accomplishments Sundale has achieved in the past year.

In September, Sundale was once again featured in the Sunshine Coast Daily via a beautiful story about Rod Voller husband and wife, Stuart and Betty Francis who celebrated their 70th wedding anniversary this month.

Stuart and Betty's love story is one for the ages. They met at a dance in the late 1940s, with Betty saving the last dance that night for Stuart - 70 years later they still only have eyes for each other.

Sundale acknowledged RUOK? Day in September via a range of activities including morning teas, cupcakes, quizzes and treasure hunts.

Most importantly the activities were a catalyst for team members, care recipients and residents to ask "Are you okay?".

Sundale's dads were made to feel extra special this month, with each site celebrating Father's Day with wonderful events and lunches.

Finally, 20 years ago, Australia was in the midst of Olympic fever, with Sydney hosting the 2000 Games.

To celebrate, McGowan's residents, recreated the 2000 Olympics, which included an opening ceremony, a touch relay, events and the national anthem.

Thanks, and appreciation,

Danielle Mackenzie
Sundale CEO



In line with Phase 2 of Sundale's roadmap to easing restrictions, the following conditions are now in place at Sundale's Care Centres, despite no confirmed cases of COVID-19 at any Sundale Care Centre or Retirement Community.

Care Centres

Face-to-face communication between care recipients and their families and friends is permitted at Sundale.

Face-to-face visitations will take place in a designated visiting room at each site or within Sundale's grounds.

To manage expected demand and to ensure as many families and friends can visit a loved-one who resides at a Sundale Care Centre, visitations may be capped at 30 minutes.

Care Centre visits are limited to a maximum of two visitors at a time per care recipient.

Visitors must register their intent to visit by contacting their Care Centre.

Palliative Care

Sundale will help organise visits for family members in Palliative Care or for the purposes of end of life support.

Continuing Conditions

The following conditions remain in place at Sundale's Care Centres. Visitors and care recipients must:

- Practice social distancing - stay at least 1.5 metres away from others;
- Make certain there is at least 4 square metres per person when indoors;
- Practice hand hygiene;
- Practice respiratory hygiene;
- Frequently clean and disinfect your environment;
- Be willing to undergo a screening process (including temperatures / previous travel).

Ongoing conditions

From 1 May 2020, the Australian Government requires everyone who enters an aged care facility to have an up-to date seasonal flu vaccination.

In line with recommendations from the Queensland Government, visitors and team members should not enter a Sundale Care Centre if:

- They have been diagnosed with COVID-19 and have not finished their isolation;
- They returned to Queensland from overseas or interstate within the past 14 days;
- They have been in contact with someone who has had a confirmed case of COVID-19 within the past 14 days;
- They have been in a COVID-19 hotspot in the past 14 days; or have visited a Queensland COVID restricted area in the past 14 days;
- They have a fever or symptoms of a respiratory infection such as a cough, sore throat or shortness of breath.

Hairdressers

Sundale may allow approved hairdressers to visit its Care Centres, provided they adhere to the appropriate precautions Sundale has implemented, including the wearing of Personal Protective Equipment (PPE) for the duration of the visit.

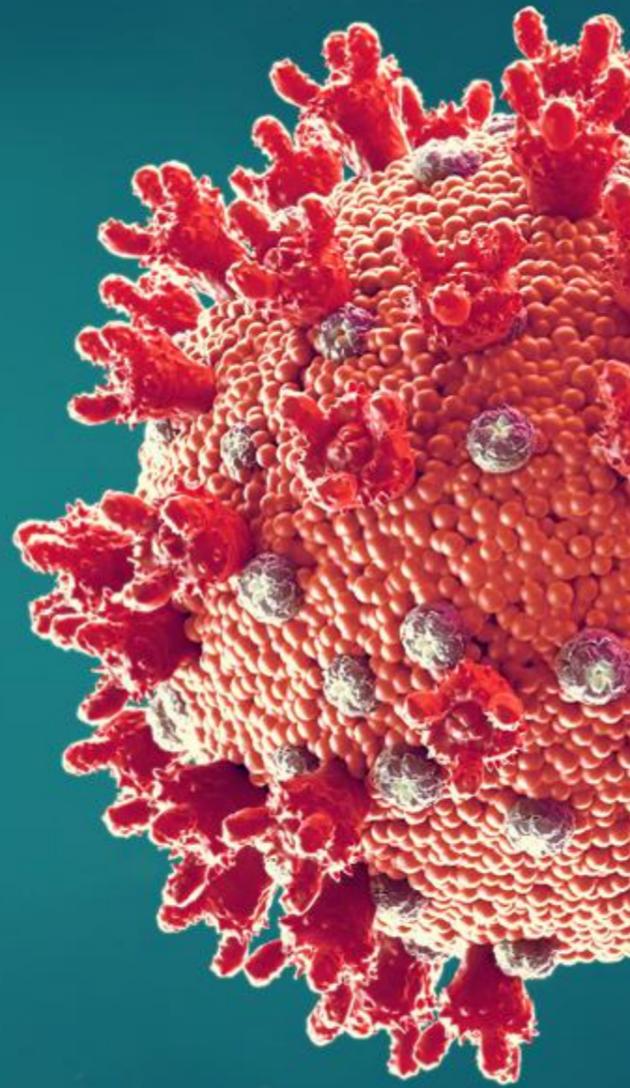
This measure will help protect the health and wellbeing of its care recipients and team members to help minimise the threat of COVID-19 entering a Sundale Care Centre.

More than ever before, the days and weeks appear to be racing past. That's why it is so important to pause and reflect on some of the amazing accomplishments Sundale has recently achieved.

In the past year a host of initiatives have been implemented following direct feedback from key stakeholders, including members, care recipients, residents and team members.

- More than 40 current and emerging Sundale leaders have received bespoke training to further strengthen their leadership skills;
- Designed to remove some of the barriers often associated with further education, the Sundale Scholarship Fund gifted nine team members \$67,000 in total to help them attain a recognised qualification;
- The results of the Employee Engagement Survey were shared with all team members;
- Sundale's new head office was officially opened, allowing Administration and Support teams, historically based at multiple locations to be consolidated under one roof;
- The creation of a Stakeholder Engagement Team to work directly with Sundale members;
- The creation of the Staff Advisory Group to act as a collective voice for team members;
- The implementation of a Residential Assistance Program which provides residents with free emotional and psychological support programs from qualified practitioners, including psychologists, social workers and counsellors.

Help slow the spread of COVID-19



Sundale continues to liaise with Queensland Health and make responsible, considered decisions which are designed to protect the health and wellbeing of care recipients, residents and team members and help minimise the threat of COVID-19 entering a Sundale Care Centre or Retirement Community.

However, there are a few steps you can also take outside of work to help slow the spread of COVID-19, including:

- Wash your hands often with soap and water. This includes before and after eating and after going to the toilet;
- Use alcohol-based hand sanitisers when you can't use soap and water;

- Avoid touching your eyes, nose and mouth;
- Clean and disinfect surfaces you use often such as benchtops, desks and doorknobs;
- Clean and disinfect objects you use often such as mobile phones, keys, wallets and work passes;
- Use tap and go instead of cash where possible;
- Increase the amount of fresh air by opening windows or changing air conditioning.

In line with advice from Queensland Health, team members are encouraged to wear face masks in public if they cannot practice social distancing.

Additional support

In addition to bolstering internal lifestyle programs in our Care Centres throughout the COVID-19 situation, Sundale has also prioritised the mental health and wellbeing of care recipients and their families.

Launched in the midst of the pandemic, the emotional support program was created following extensive engagement with care recipients to better understand their needs and wants.

Overseen by Sundale's Clinical Operations Manager, Michele McGregor, clinical team members based at each Care Centre can refer care recipients (and their families) to either Gail Middleton (Sundale's Social Worker) or Marcus Donaghy (Sundale's Consumer Support Officer) if they request additional support or would like to speak to someone regarding an issue.

Gail is a trained social worker and specialises in conflict resolution and resolving family issues, while Marcus oversees Sundale's emotional and pastoral care support programs.

The decision to further support care recipients' mental health and wellbeing follows the recent introduction of a similar program at Sundale's Retirement Communities.

Developed in partnership with Access Programs Australia, Sundale's ILU residents have access to a range of free services, including emotional and/or psychological support programs from qualified practitioners including psychologists and counsellors.

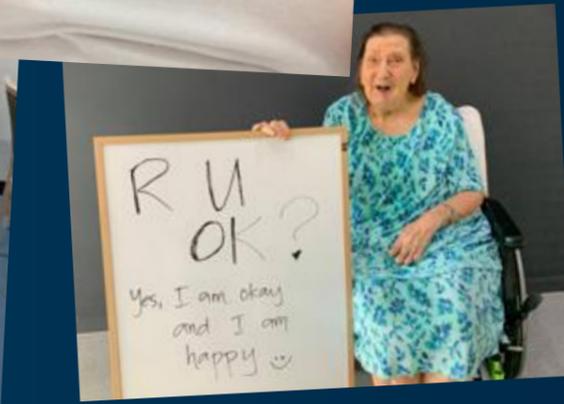
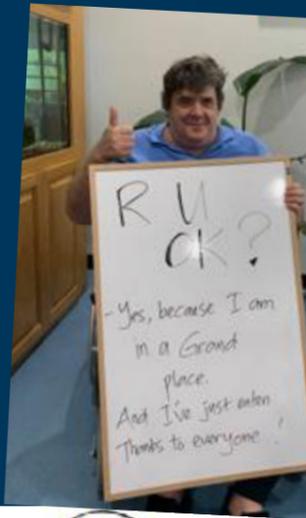
If you would like to know more about the emotional support program, please speak to a clinical team member or email supportandwellbeing@sundale.org.au.

RUOK DAY

On 10 September, Sundale acknowledged RUOK? Day, a national day of action, dedicated to reminding everyone that it's important to ask friends, team members, care recipients, residents and loved-ones, "are you okay?".

At Bindaree, there was an early morning breakfast for staff, RUOK? Day cupcakes for residents, quizzes and treasure hunts.

Most importantly the activities were a catalyst for team members, care recipients and residents to ask "are you okay?".



1. Ask



2. Listen



3. Encourage action



4. Check in

We Are Here For You

Through COVID-19

If you are feeling overwhelmed, stressed or anxious, please contact our Employee Assistance Program on 1800 818 728.

The free, confidential employee assistance counselling service is available to Sundale team members who need additional support.



Aged Care Royal Commission update

An independent report on aged care providers' financial information says that there is insufficient financial transparency about the use of funds from Government and people in care, which in 2018–19 totalled approximately \$25 billion.¹

The Royal Commissioners into Aged Care Quality and Safety engaged global professional services firm BDO to analyse the data supplied by aged care providers to the Australian Department of Health. BDO's findings are presented in Research Paper 12 – Report on the profitability and viability of the Australian aged care industry which is available on the Royal Commission's website.

BDO used the Department of Health data, which is not available to the public, and concluded that there are large differences in the way in which individual aged care providers structure their operations and the costs they incur such as interest, management fees and rent. These expense items can range from 0% to 100% of total expenses for different individual aged care providers.

BDO expresses their view that the aged care industry's overall financial performance is unclear because of what they consider to be limited reporting obligations, aged care providers' use of group entity structures, transactions between related entities and the delivery of non-aged care activities by some providers. The industry's reporting obligations are set by the Department of Health.

BDO assessed aged care providers' profitability and viability using a framework in which they had regard to accounting profits, cash flows and various other measures of a

provider's ability to access capital. Using this framework, BDO concluded that for 2017–18:

- 74% of aged care providers were profitable, 13% were unprofitable, 4% were unprofitable but had positive cash flows, and 9% were profitable but had negative cash flows.
- 53% of aged care providers were 'viable', 8% were 'not viable', and for 39% viability could not be determined because it was dependent on them being able to secure additional capital.

The results above may be materially different in the current economic climate. BDO's report focuses on 2017–18 data as it was the latest year of data available for all providers at the time of BDO's analysis (some providers have a 31 December reporting date and as such had not submitted their 2018–19 data at that point in time).

BDO's report also expresses their view that part of what they believe to be the complexity and uncertainty about the industry's financial performance arises from Refundable Accommodation Deposits (RADs). RADs are interest-free loans to aged care providers by people entering residential aged care. These loans, worth around \$30 billion in 2018–19, can be used by aged care providers to make investments and must be repaid when called upon. The loans are guaranteed by the Australian Government, so if an aged care provider were to become insolvent, the loans may need to be repaid to care recipients or their estates by the Government.

BDO's report provides potentially important insights ahead of the Royal Commissioners' upcoming hearings about the funding, financing and prudential regulation of aged care, which the Commissioners wish to have tested and receive robust responses.

Sundale Scholarship Fund

We're delighted to announce the Sundale Scholarship Fund application process is now open.

The Scholarship Fund reinforces Sundale's commitment to providing education pathways to team members so they can attain a recognised qualification by removing some of the barriers often associated with further education.

In memory of and to help honor the legacy of Sundale founding father, Clem Renouf, who sadly passed away earlier this year, we have created the Sir Clem Renouf Scholarship.

Sir Clem Renouf Scholarship

One worthy recipient will be awarded the Sir Clem Renouf Scholarship, which includes a grant up to the value of \$10,000 which can be applied towards attaining a recognised qualification at university or TAFE.

Sundale Scholarship

Multiple Sundale Scholarships are also available to team members to help cover the costs of further education.

Tailored to each recipient, grants up to the value of \$5,000 can be spent on course fees, a laptop, reliable internet, travel costs associated with study, computer programs, books etc.

Sundale's Executive Leadership Team will assess all applications on a case by case basis.

Nominations must be submitted by 5pm, Friday, 16 October 2020.

Generation Innovation

Sundale is proud to sponsor Generation Innovation (GI), a challenge for 15 to 25-year olds to start their own businesses.

The first of its kind anywhere in the world, the GI Challenge connects budding young entrepreneurs with seasoned professionals in the hope of uncovering the next generation of Sunshine Coast business gurus.



In focus

NAME Hayley Austin

POSITION Lifestyle Coordinator

LOCATION McGowan

HOW LONG HAVE YOU LIVED AT SUNDALE?

1 week

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?

John Farnham

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?

I'm living here... the Sunshine Coast

WHAT ARE YOU PASSIONATE ABOUT?

Family

WHAT'S YOUR FAVORITE MOVIE?

Finding Nemo or Toy Story

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?

Moving from Victoria to Sunshine Coast with my 3 children

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

Dalai Lama

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

Rally driving

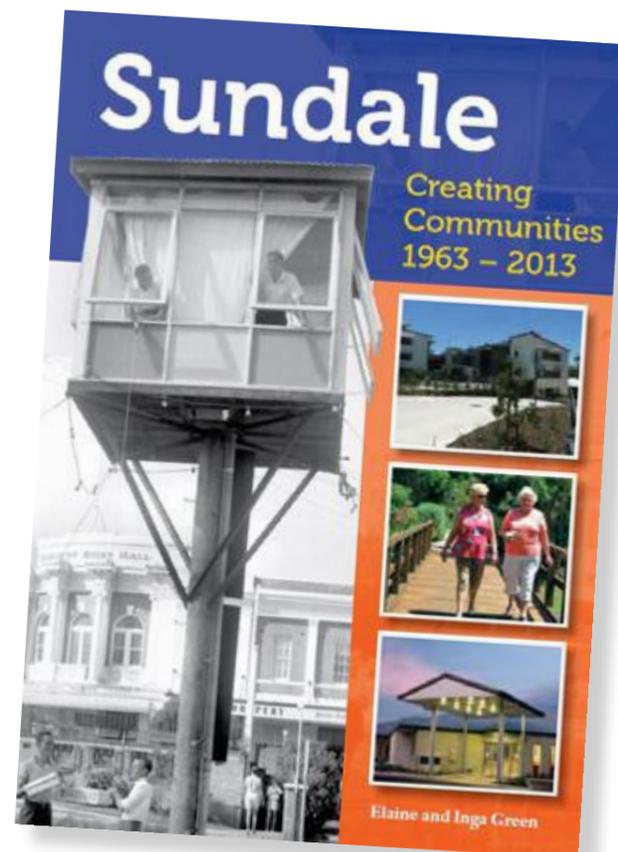
WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?

Elvis, Amy Winehouse, Sean Connery, John Lennon

Did you know

Did you know Elaine and Inga Green's wonderful book, Sundale Creating Communities 1963 – 2013 is now available on the Sundale website?

[CLICK THE BOOK TO GO THERE](#)



In the news

The Sunshine Coast Daily did a lovely story on Sundale residents Stuart and Betty Francis who celebrated their 70th wedding anniversary in September.

70-year love story follows town dance



Betty and Stuart Francis have celebrated their 70th wedding anniversary. Picture: Laura Pettigrew

LAURA PETTIGREW

18th Sep 2020 10:00 AM

Subscriber only



Living on two separate farms in the late 1940s Betty and Stuart eagerly awaited each town dance where they fell more and more in love.

Now, 70 years on and three children later, Betty and Stuart Francis still only have eyes for each other.

The Nambour pair married on September 9, 1950 and said their love story was simple.

"People say it's special, but we have just gotten on with each other and loved each other and that's all it is," Stuart said.

Stuart said he still remembered the first time he met Betty.

"I met her at a dance hall, it wasn't really love at first sight, but it wasn't bad I came back for a second look" he said.

"We lived too far apart to date, we were both on a farm and couldn't get away at the time, so we had to wait for a dance to come around again to see each other."

After four years Stuart proposed to Betty and they got married in Kingaroy before having three children, Gary, 60, Colin, 65, Trevor, 69.

As a truck driver Stuart said he was forced to spend a lot of time away from his family.

"I was away for quite a while, up in the Gulf driving trucks for a living" he said.

"I didn't want to be away, but I just had to go where the work was."

He said some of his fondest memories were when Betty would go to great lengths to bring the children to visit him.

"Betty sent me a telegram to say she was coming to see me on Sunday morning and I didn't know where I was going to put her because we only had a tent and we had three boys at the time," he said.

"Someone I knew said he had a house, it was only just a tin roof, nothing was put together, and you had to sleep on the floor, but we made it the best we could.

"Betty would also drive the three boys from the Gulf back to Kingaroy, with no aircon on a dirt road, Betty said it was terrible."

At the age of 74 Stuart, who was the youngest Queensland pilot to receive a licence at the age of 18, retired to the Sunshine Coast with Betty.

"If I didn't retire, I would be divorced," he said.

Betty and Stuart lived in the Nambour Sundale retirement village for two years before moving to the care centre 18 months ago.



Betty and Stuart Francis look back on their 70 years of marriage fondly. Picture: Laura Pettigrew

Stuart said the secret to a happy, long marriage was getting along with each other.

"Keep your mouth shut" he joked.

"You've got to get on with people and that's what we do, we got on very well together."

Sundale CEO Danielle Mackenzie said it was wonderful to celebrate Betty and Stuart's love story.

"The team at Rod Voller Care Centre helped Stuart and Betty celebrate their 70th wedding anniversary with a special lunch, complete with flowers, balloons and cake," she said.

"Both Stuart and Betty are much-loved members of the Sundale community.

"It was an honour to help them celebrate their anniversary."

70 year wedding anniversary

nambour

sundale nambour

wedding anniversary



CELEBRATING WITH SUNDALE

This is a bit groovy!

Residents and team members went back in time to the 1970's to celebrate McGowan's 50th birthday earlier this month. (1,2)

The residents at James Grimes Care Centre celebrated Father's Day earlier this month with donuts, watermelon slices and a quiz.

The residents also made Father's Day gift bags. (3,4)

At Bowder, Father's Day gifts involved 'Mates Day' packs which included socks, deodorant and of course chocolate. (5,6)

McGowan's fathers celebrated their special day with a BBQ, trivia, a few cold beers and lovely gift-packs which were made by McGowan's female residents in craft. (7,8)

At Voller, all the men including team members received a tuxedo shirt as part of their Father's Day celebrations before a delicious meal of fish and chips and a few cold beers in the court yard. (9,10)

At Bindaree, the men celebrated Father's Day with a special roast lunch and homemade eclairs for dessert (they look delicious). (11,12)

While at Palmwoods, Father's Day was celebrated with ten pin bowling and billiards, a sing along and an opportunity to reminisce about raising children before a delightful BBQ lunch. (13-15)

If this love story doesn't make you smile, nothing will!

Happy 70th wedding anniversary to Rod Voller residents Stuart and Betty.

Stuart and Betty's love story is one for the ages. They met at a dance in the late 1940s, with Betty saving the last dance that night for Stuart - 70 years later they still only have eyes for each other. (16,17)

Spring has sprung at Sundale!

At Voller this means tea cup plants and baby chickens.

At nearby McGowan, residents are also enjoying the hatchlings courtesy of Henny Penny Hatching.

The experience has also triggered great conversations amongst the residents, especially the former farmers. (18-21)



20 years ago, Australia was in the midst of Olympic fever, with Sydney hosting the 2000 Games.

To celebrate, residents at McGowan recreated the 2000 Olympics, which included an opening ceremony, a touch relay, events and the national anthem. (22-24)

The residents at Rod Voller really know how to have fun.

Their Hawaiian Day celebration included the hula, a BBQ lunch with mocktails and entertainment by very talented staff. (25,26)

Did someone say delicious fish 'n' chips at Palmwoods? (27,28)

Apparently Yerr Stinkalot, Fishface Freebooter and Captain Puffypants all reside at Bowder... (29, 30)

Milestones

Hip, hip hooray to Joyce Robertson who turned 90 years young on 1 September. (A,B)

Happy birthday and many happy returns to Bob Ackerman who turned 95 and Rita Price who turned 86 on Friday, 18 September.

They both received a birthday card from the students at Community Kids Yandina. (C,D)

Good luck Lucy Box, who recently transferred from Coolum Waters to James Grimes Care Centre to take up a Lifestyle Assistant position. (E)

Best of luck also to Vanessa Sullivan who is on secondment from Coolum Waters to Bowder Care Centre for the next four months. (F)



16



17



18



19



20



21



22



23



24



A



B



C



25



26



27



D



E



F



28



29



30