



Sundale Spotlight

NO 1 | APRIL 2019

The Voice of the
Sundale Community.





From the CEO's desk

Welcome to the first edition of Sundale Spotlight, a newsletter specifically tailored for Sundale's key stakeholders including the friends and family of residents and clients on our care.

As many of you know, Sundale is in the midst of significant cultural change. This, coupled with the Aged Care Royal Commission means you are no-doubt hungry for updates about the organisation and the sector.

I'm confident Sundale Spotlight will provide you with relevant, insightful and timely information about Sundale, its plans for the future, the aged care sector, as well as the staff and residents who make it such a wonderful organisation.

Firstly, I'd like to congratulate Judy Creighton and Vivien O'Dwyer for winning the Sundale Newsletter Naming Competition.

We received 37 submissions, however there was no splitting Judy and Vivian's name and tagline recommendation, so the judges decided to combine the two and create, Sundale Spotlight - The Voice of the Sundale Community.

As thanks, Judy and Vivien will both be awarded a \$150 gift voucher.

As you can appreciate, a lot of work has gone on behind the scenes to make Sundale Spotlight possible. Each month we'll be sourcing information from relevant Location Champions so you are kept up to date about events, milestones and issues throughout the Sundale network.

Without a doubt, Celebrating with Sundale is my favourite section of Sundale Spotlight because it gives me a wonderful glimpse into the milestones and achievements of the staff and residents.

I'd personally like to congratulate Coolum's Stan and Nancy Nicholls who recently celebrated their 72nd wedding anniversary (what an extraordinary love story) and wish Muriel Jones and Nola Terry happy birthday.

I hope you enjoy reading the first edition of Sundale Spotlight as much as we did creating it.

Thanks, and appreciation.



Danielle

Aged Care Royal Commission



As all of you know, the Royal Commission into the aged care sector has begun.

Caring for older Australians is an issue of national importance and is too important not to get right.

Prior to the Royal Commission being announced, Sundale had already conducted an independent review evaluating the quality of care being provided and identified any gaps or areas requiring review.

That process also allowed Sundale to review and recast its operating budget for the coming financial year, with the following priorities identified:

- A focus on the replacement of assets;
- An improved structure to cater for the changing needs of clinical care
- The refurbishment of facilities, and
- Reinvesting in staff.

The review process has been invaluable, because it has allowed Sundale to identify what's working and also what areas need improvement. It has also re-energised the entire workforce and brought about a renewed focus on excellence in clinical care. It has also been a marvellous insight that has assisted us greatly

with the planning for our new structure outlined in this newsletter.

I welcome the Royal Commission. It's vital that a spotlight is shone on the sector because it will give the elderly and the community's most vulnerable a voice.

As the Royal Commission progresses, we will keep you updated. We must all remember the marvellous work our staff do every day here at Sundale, we must focus on the positives, whilst learning from the past and continually improving.



NEW STRUCTURE

A new structure was recently unveiled which will support Sundale 2.0!

The new structure means more job opportunities and has been designed to complement the new Single Aged Care Quality Framework and Standards which come into force in July 2019.

The new standards mandate a shift away from traditional models of care and require Sundale to transform its organisational processes to prioritise and demonstrate quality of care and quality of life.

The change is an opportunity for Sundale to better support the residents and clients in its care.

The new structure (detailed below) will be adopted prior to the 1 July deadline. In the interim, a temporary structure will be in place until all the executive level positions have been filled.

It's important to note, the new structure outlines functional areas or teams and not individual roles.

The implementation of the new structure will also create new job opportunities at Sundale.

The new roles will support Sundale's commitment to consumer dignity and choice and facilitate the creation of new programs which will energize consumer engagement and feedback.

SUNDALE 2.0

Sundale is committed to delivering exceptional services, not just today, but into the future.

As such, Sundale will be refreshing its strategic plan and create Sundale 2.0.

Sundale CEO, Danielle Mackenzie and the Board have appointed PwC to gather information and develop the new 5-year strategic plan.

PwC has extensive experience working with organisations similar to Sundale and will liaise directly with staff (irrespective of level and location) to ascertain what works, what can be improved and identify future focus priorities.

Over the coming months, representatives from PwC will be spending time at various Sundale sites, so they can better understand the care and services the organisation provides.

Focus groups, interviews and workshops will also be scheduled.

CELEBRATING WITH SUNDALE

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Congratulations to Stan and Nancy Nicholls who recently celebrated their 72nd wedding anniversary. Stan and Nancy have called Sundale's Coolum Beach Retirement Community home for the past decade. (1)

Congratulations to the team at Coolum who raised approximately \$400 for the Leukemia Foundation's World's Greatest Shave. A special shout out must go to Coolum resident Ivy Gooding, who chose to go 'yellow' on the day and Carer Dan Stanton, who volunteered to have his head shaved. (2)

Congratulations to McGowan's Ingrid McDonnell who organised and raised more than \$560 for the Leukemia Foundation's World's Greatest Shave. The money raised will pay for seven nights' accommodation for the family of a patient undergoing cancer treatment. A special mention must go to resident Gloria Hillard who shaved her head for the cause. Gloria trekked all over the Nambour site asking for donations and raised more

than \$200. (3)

Well done to the staff and residents at the James Grimes Care Centre who combined for a morning of laughter and fun, while raising money for a worthwhile cause, the Leukemia Foundation. Leukaemia is cancer of the blood and develops in the bone marrow. It's a cause close to the heart of Nursing Assistant Stephanie Stacey, whose father suffers from blood cancer. To raise much needed awareness and funds, Stephanie chose to shaved her head on the day. (4)

Thank you to the 'Friends of Sundale'. Your generous donation of percussion instruments at Coolum have not gone to waste! (5)

Congratulations to Burnside's Sue Kropp who recently celebrated 24 years of service at Sundale (what a remarkable achievement!)

Happy birthday to Nola Terry who turned 93 last month. (6)

Congratulations to Muriel Jones who recently celebrated her 91st birthday. (7)



In profile

NAME Ian Summerville.

POSITION Resident.

LOCATION Rod Voller.

HOW LONG HAVE YOU LIVED/WORKED AT SUNDALE?
Three years.

WHAT WAS THE BEST CONCERT/MUSICAL YOU EVER ATTENDED?
Joseph and his Technicolour Dreamboat.

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
Darwin.

WHAT'S THE LAST BOOK YOU READ?
Sideswipe (Audio book).

WHAT ARE YOU PASSIONATE ABOUT?
I'm not the passionate type.

WHAT'S YOUR FAVORITE MOVIE?
Bullit - a detective story.

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Went through a wall on the Manly ferry when the harbour was really rough.

WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?
N/A.

WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?
Scott McLachlan (Supercar driver).

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?
Remembering dates from my past.

WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?
Ronnie Barker, Michael Parkinson, Ronnie Corbett, Dick Johnson.

Better the balance, better the world
#BalanceforBetter



Like many organisations around Australia, Sundale recently celebrated International Women's Day and the social, economic, cultural and political achievements of women. This year's International Women's Day theme was #BalanceforBetter and it is outstanding Sundale is doing its part.

At Sundale

74%

of full-time employees are women, while 85 per cent of the senior management team is female.

In Australia

37%

of full-time employees are women, while 30.5 per cent of key management personnel are female.