



Sundale Spotlight

NO 2 | MAY 2019

The Voice of the
Sundale Community.



From the CEO's desk



Welcome to the second edition of Sundale Snapshot, which is jam-packed full of information about the aged care sector and Sundale's amazing residents and staff.

Thank you for embracing Sundale Spotlight. It's been wonderful hearing and reading your feedback about the newsletter.

The Royal Commission into Aged Care has released its second Background Paper which outlined the changing demographics and dynamics of aged care.

Australia's aging population is putting pressure on the sector, with changes in patterns of disease and dependency, the rising incidence of dementia, changing expectations and the shifting cultural profile of the community all playing a roll.

It also predicts the demand for community care (care in a home outside of a residential aged care facility) will increase.

Locally, Sundale has partnered with Industry and Government leaders and prominent demographer Bernard Salt to outline a vision for the Sunshine Coast. The Future Sunshine Coast initiative, backed by the Sunshine Coast Daily will allow Sundale to outline what the region will look like in 2050.

Fundamental to the future is implementing the right amenity that will evolve to suit the changing needs of the community (whatever they may be).

Congratulations also to Sundale's Housing and Community Engagement Manager, Gail Middleton who oversees the Better Together Housing Community Project, which won the Australasian Housing Institute's prestigious Leading Innovation Award (Queensland).

The initiative, funded by Sundale and Coast2Bay Housing Group helps women 55 years of age and above find independent shared accommodation, and is helping reduce older single women homelessness on the Sunshine Coast.

And finally, a special thank you to some of Sundale's amazing volunteers.

June and Noel Loader recently celebrated their 55th wedding anniversary and are active members of the Friends of Sundale volunteer group. Lorraine and Veronica are McGowan mainstays who continually help out and support our residents, while Marian, the sister of Carer, Karl Kolling brought Easter joy to residents with her chocolate creations.

Your volunteer work and support is greatly appreciated. Sundale wouldn't be the same without you!

Thanks, and appreciation.



Danielle



2019 / 2024 STRATEGIC PLAN

“We believe that our services are responsive and can adapt to be there for you at every stage of your life.”

Snapshot recently spoke to Board Chair John Woodward about Sundale’s 2019/2024 Strategic Plan, the Royal Commission into Aged Care Quality and Safety and the challenges facing all providers.

“We are all living longer and ageing is more than just retiring to a care facility. Growing older should be valued and we are inspired everyday by the people of Sundale,” Mr Woodward said.

“We want to be at the forefront of aged care service providers. We want to innovate and create, we want to be the provider of choice for consumers and families and we want to have services that we would all be thrilled to access, where people live in a caring and supportive community.

“Like many organisations we have had significant change in the past year. We have a new leadership team and we are looking to renew our focus to Sundale 2.0.

“We decided it was time to refresh our strategic plan. In prior years we have asked the Board and Management team to develop a plan that guides the people of Sundale. This time the Board and Management decided to bring a new approach to our strategic planning.

“We engaged an organisation to consult broadly across our teams to understand what we do well, what we could do differently and to help us define where we want to go in the future.

“We have engaged with over 300 staff, volunteers and consumers through workshops, surveys and conversations. Personally, I want to thank everyone who took the time to participate in these sessions.

“We were excited to see how many passionate and dedicated people we have within Sundale. We are proud of our legacy and we are delighted to now have the opportunity to grow and bring our vision to life in the coming years.

“We have had more than 50 years of being there for people and we look forward to being able to plan for the next 50.

“We want to innovate, create and contribute to living life to the full. Age is just a number. We want to deliver services that exceed expectations.

“We are passionate about supporting people to age with dignity and respect so that they can continue to lead full and happy lives as part of a caring and supportive community.

Sundale and Coast2Bay Housing Group helping solve older single women homelessness on the Sunshine Coast



An innovative solution to older single women homelessness on the Sunshine Coast has been recognised by the Australasian Housing Institute.

The Better Together Housing Project*, supported by Sundale and Coast2Bay Housing Group recently won the prestigious Leading Innovation Award at the Institute's Queensland gala event

The Better Together Housing Project helps independent women 55 years of age and above find shared accommodation on the Sunshine Coast.

Different to regular flatmate finder initiatives, the program helps senior women find suitable accommodation in a safe and secure way and links people who are interested in sharing a home, not just a house.

Sundale CEO, Danielle Mackenzie said women aged 55 years and above are fastest growing cohort of homeless people in Australia.

"Circumstance and social policy mean many women enter retirement without savings or adequate levels of superannuation to supplement their pension," Ms Mackenzie said.

"The Better Together Housing Project is helping solve this problem by linking women through a web-based platform, and cultivating these new relationships via regular catch ups.

"Already 73 women are participating in the initiative, with plans in place to grow the home sharing concept across the Sunshine Coast.

"In addition to alleviating a financial burden, the Better Together Housing Project is also reducing loneliness for many women."

Coast2Bay Housing Group's Operations Manager, Lee Banfield said the Australasian Housing Institute award recognised a lot of hard work.

"It's really exciting to win such a prestigious Award and illustrates the strong collaborative nature we have with Sundale in bringing the Better Together Project to the Sunshine Coast community," Ms Banfield said.

"We now look forward to attending the Australasian Housing Institute Awards Gala Dinner in August and hopefully winning the national award."

*The Better Together Housing Project was initially funded by the Queensland Government.





Aged Care Royal Commission

Earlier this month the Royal Commission into Aged Care released its second Background Paper which outlined the changing demographics and dynamics of aged care.

Key points include:

- Australians aged 85 years or more will increase to more than 5.8 million people by 2050;
- The increase, from just over 503,685 people today will impact the Australian economy and the systems that support older people;
- Australia's aging population is putting pressure on the aged care sector, with changes in patterns of disease and dependency, the rising incidence of dementia, changing expectations and the shifting cultural profile of the community all playing a roll;
- In the medium to long term, the total supply of care will need to increase, with large absolute rises being required across the aged care spectrum. At the same time, the structure of supply will need to shift, with community care and high-level care the main priorities;
- There will likely be additional financial pain points as a result of shifting care priorities in the aged care sector. A decrease in the availability of informal care due to low birth rates in recent decades resulting in fewer adult children will also impact costs;
- The demand for community care (care in a home outside of a residential aged care facility) is set to increase;
- The paper also examined the changing composition of the aged care workforce and identified the need for the sector to act more flexibly so it can ensure care is focused on the individual and provide a broader range of care options.

IN PROFILE BINDAREE



Bindaree is known for its beautiful gardens and its lovely location, situated at the mouth of the Boyne River overlooking Gladstone Harbour.

The 40-bed facility includes 20 in the Memory Support Unit and 20 regular rooms, a commercial kitchen and a laundry.

It has a close-knit staff of 60, including three from one family and strong ties with the local community.

In the past the facility has supported the Work for the Dole initiative and provided opportunities to the Gladstone Engineering Alliance, who send Bindaree administration and gardening trainees, with a number transitioning to full time employment once their studies have been completed.

Bindaree's garage sale has evolved to become a cornerstone of the community. Volunteers support families new to the region with affordable furniture and school uniforms.

Funds raised from the garage sale are used to buy extras for the residents, including the most recent purchase, two robotic pets, which are hugely popular.

Bindaree's elders have a wide range of abilities, which are beautifully catered for by the Lifestyle Team. Those who can, go on outings, while those who are less mobile enjoy a variety of music and activities onsite.



Anzac Day

On the 104th anniversary of the immortal landings at Gallipoli, Sundale paused to give thanks to those who served and the sacrifices they made, including Sundale residents:

- Alf Catt;
- Dorothy Humphries;
- Robert (Garry) Lowe;
- Victor Moore;
- Reg Cosgrove.

Alf was part of the 29th Brigade and fought in the Bougainville Campaign and the Battle of Milne Bay (WW2).

Dorothy Humphries enlisted in the Australian Women's Army Service (AWAS) in April 1942 and by 1943 was part of the Australian Cypher Section. Dorothy worked with General MacArthur's team and was discharged from AWAS as a Lance Sergeant in September 1945.

Reg Cosgrove served in WW2 and was part of the RAAF Bomber Squadron.

Vic Moore served in the Australian Navy and fought in the Malayan conflict and Korean War.

Thank you, Alf, Dorothy, Robert, Victor and Reg, for your courage and service.

CELEBRATING WITH SUNDALE

Sundale's strength is the residents and clients in its care and its hard working and dedicated employees, many of whom have celebrated milestones in the past month.

Happy birthday to Celia Paterson (pictured with her friend Moira Forbes) who celebrated her 83rd birthday in April. Celia spent more than 25 years in the classroom teaching primary and secondary students and has been a Sundale resident since 2011. (1)

Thank you to Twaddles and Pockets for making everyone laugh (especially Dennis) at McGowan. (2)

There was plenty of rocking 'n' rolling at McGowan, with residents attending a Sock Hop. A special thank you also to the kitchen staff for making authentic 1950's meals of burgers and banana sundaes. (3)

A massive shout out to all of Sundale's wonderful volunteers, especially Lorraine and Veronica who do so much for the residents at McGowan. Lorraine and Veronica manned the milkshake stand at McGowan's recent Sock Hop. (4)

Happy 42nd wedding anniversary to Ian and Sue Coleman. Ian (AIN) and Sue (Admin) have three children (Scott, Melissa and Kathryn) and seven grandchildren who give them great delight and fun. When asked, Ian remarked it has been a wonderful journey, more so due to Sue's love, patience and tolerance, with the next challenge being 50 years! (Front Cover)

Congratulations to June and Noel Loader, who recently celebrated their 55th wedding anniversary. June and Noel are active members of the Friends of Sundale volunteer group. (5)

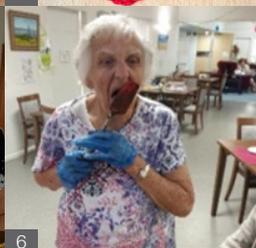
Congratulations to Woombye Gardens' Harry Wasley, who recently participated in the Leukemia Foundation's World's Greatest Shave. Harry shaved his beard and head for the cause. (Front cover)

Burnside's elders celebrated Easter by making rocky road. Margaret couldn't resist licking the spoon! (6)

The Easter bunny made an appearance at McGowan courtesy of volunteer Marian. Marian is the sister of Carer, Karl Kolling. (7)

Kate Armand's granddaughter, Kara, recently visited Nambour's McGowan site much to the delight of residents. (8)

Thank you for the beautiful hand-made poppies which were delivered by a Hydro client and used by staff and residents to commemorate ANZAC Day. (9)





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Fundamental to the future is implementing the right amenity that will evolve to suit the changing needs of the community, whatever they may be.

CEO Danielle Mackenzie said Sundale is looking at both independent living and aged care with a new renewed focus, so it can cater for the needs of the community for decades to come.

“We’re currently building a new site at Tewantin with 80 independent living units and a 60-bed care facility,” Ms Mackenzie said.

“Our iconic Nambour site will also be redeveloped to provide up to 600 homes in the next decade.”

The new Tewantin and Nambour facilities will incorporate design elements which cater to the changing needs of consumers. Along with great design and amazing care, technology will also be at the forefront of Sundale’s new facilities.

“With the population living longer, technology is helping the elderly remain independent for longer,” Ms Mackenzie said.

“We already have residents who enjoy Virtual Reality sets, which transport them back to their youth or allows them to discover exotic places they’ve never seen.

“It’s not unrealistic to expect that within ten years, residents will be able to hologram their grandchildren from interstate into to their home for a face-to-face conversation!”



Staff members like Ludy Duggan are the heart and soul of Sundale. The Laundry Assistant, who loves Bryce Courtney novels and The Sound of Music has spent the past two decades at Sundale, including a one-month stint as a vegetarian!

NAME Ludy Duggan

POSITION Laundry Assistant

LOCATION Kunda Park

HOW LONG HAVE YOU LIVED/WORKED AT SUNDALE?
20 year 6 months.

WHERE’S YOUR FAVOURITE PLACE IN THE WORLD?
Originally from the Philippines, but I love AUSTRALIA.

WHAT’S THE LAST BOOK YOU READ?
All Bryce Courtney novels.

WHAT ARE YOU PASSIONATE ABOUT?
Relaxing and reading.

WHAT’S YOUR FAVORITE MOVIE?
The Sound of Music.

WHAT’S THE CRAZIEST THING YOU’VE EVER DONE?
Tried to eat as a vegetarian for a month, and failed miserably.

WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?
Don’t have Netflix. On TV, SBS and ABC documentary shows.

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

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

INFLUENZA

Common signs and symptoms of influenza in **THE ELDERLY** can include...

- 1** Cough
- 2** Sore throat
- 3** Hard time breathing or shortness of breath
- 4** Fever
- 5** Body aches
- 6** Headache
- 7** Feeling weak or more tired than usual
- 8** Confusion

The elderly do not always have typical flu-like symptoms such as fever, and may present with symptoms like increased levels of confusion or worsening of medical conditions such as heart failure or chronic obstructive pulmonary disease.

The health of an elderly person can change rapidly. If you are concerned call your GP or 13 HEALTH (13 43 25 84).



FIVE THINGS

to do to **FIGHT THE FLU**

- 1** GET VACCINATED
- 2** WASH your HANDS
- 3** COVER your COUGHS and SNEEZES
- 4** STAY HOME if you're sick
- 5** If you're concerned, visit your GP or call 13 HEALTH (13 43 25 84)



New housing project tackling older women homelessness wins industry award

Older single women in Queensland have an innovative resource to rely on with the recently recognised share house initiative, the *Better Together Housing Project*.

Posted 2 weeks ago by Liz Alderslade
CONSUMERS FINANCE, HOUSING, MENTAL HEALTH, POSITIVE AGEING, SAFETY & SECURITY

Better Together, funded by the Queensland Government and supported by community organisation Sundale and Coast2Bay Housing Group, won the Leading Innovation Award at the Australasian Housing Institute's Queensland gala event earlier this month.



IN THE NEWS

You may have noticed Sundale made the news in the past month.

There was brilliant coverage in the Sunshine Coast Daily and the Aged Care Guide about Sundale and Coast2Bay Housing Group's Better Together Housing Project.

Welcome to Sundale

Sundale welcomed four new editions to its Executive Team in the past month.

Michelle McGowan is taking up the role of Executive Manager Residential and Care and is responsible for strategically managing the activities of sites and in-home care;

Alexander Payne will take up an acting role of Executive Manager Business Services & Innovation, responsible for strategically managing client engagement and feedback, marketing, lifestyle initiatives, community housing and the caravan park;

Jenni Harrison will take up the role of Executive Manager People and Culture, responsible for strategically managing human resources, payroll, learning and development and culture/excellence;

Mark James is taking up the role of Executive Manager Financial Services. Mark comes to us with a wealth of experience and will be working through an induction and meeting with key stakeholders over the coming weeks.