

THE BEACON

MESSAGE FROM THE EXECUTIVE CHAIRMAN

Dear Friends,

Welcome to Winter 2023. My message in this edition of the Beacon is one of recognition.

Firstly, as we move through the midpoint of the year, I sincerely acknowledge the ongoing commitment of BallyCara staff across all our regions and service areas. Rightly many efforts of our team members are duly acknowledged by Residents, Clients, and families but I want to recognise the ongoing endeavours of staff which understandably go unseen. In particular, these efforts include dealing with and adapting to legislative changes which often are introduced (by government authorities) ambiguously and hastily, adding pressure to time, duties, and schedules.

Additionally, Covid-19 continues to impact the daily activities of staff (as we know it does for some Residents and Clients), whilst the wider community enjoys very little ongoing influence of Covid. This is no more evident than in our Residential Care environments where staff, along with Residents and families, have to continue to contend with Covid and all its affects. Beyond dealing with these types of challenges staff maintain an ongoing commitment to regular training and professional development to ensure skills,

knowledge and competencies are ever-increasing in accordance with our desire to continually improve what we do for our Residents and Clients. I take my hat off to all our BallyCara team and am proud to be part of their organisation.

I also wish to recognise two inspiring gentlemen of the BallyCara community who passed away recently. Firstly, Mr Ken Brady who, along with his late wife Maureen, lived in our Village for many years. Through that time Ken made an immense contribution to the Village of Friends through his positivity, generosity, and willingness to lead, participate and support fellow Residents, staff and management. He was rightly loved and respected by so many people.

I also pay tribute to Mr Brendon Kelly who worked at BallyCara in the twilight of his professional (and decorated) career before in more recent times receiving home care and wellness services as a Client on the Gold Coast. A true gentleman who had an impact on all of us who knew him, Brendon, along with his beloved wife Margaret, gave a great deal to the BallyCara community and will be fondly remembered by all of us fortunate to call him a friend. Vale Ken and Brendon.

**Best wishes,
Marcus**

What's been happening around BallyCara?



Former professional rugby league footballer, Wally Fullerton-Smith came to our Village in Scarborough to visit our lovely Residential Care Resident, June.

Amy, one of our wonderful Village Support Workers and her Client Anne are pictured here enjoying the cold weather and a hot cup of coffee.



For the 2023 NRL season we have introduced Jersey Thursdays! Staff can Rep their teams with pride!

Carers Auxiliary Carer Support Group

The Village Customer Service Coordinator had been approached by BallyCara's Carers Auxiliary in early 2022 to commence a Peer Support Group funded by our lovely Auxiliary Carers. Those who have a caring role, whether this be loved ones, friends of the Village or co-carers, are invited to join in.

The group meets the last Thursday of each month at the Village Centre. On arrival you are greeted with a friendly, and welcoming environment, and of course morning tea.



The support group is designed where participants can share experiences and learn from other carers alike. It is a chance to make friendships, mingle with others, invite external support networks, and receive education about matters that may be concerning you. Our one focus is to remove the isolation barrier for both carers and their loved ones.

To begin 2023 we have been fortunate to have Jenna from Wellsway, Carer Gateway lead the session and focus on meaningful and mindfulness to support those that often deal with carer stress, guilt or fear of failure whilst caring for someone in their lives.

If you would like **more information** or would like **to attend** the Peer Support Group please **call Tina Larden** – Village Customer Services Coordinator – **3897 3288**

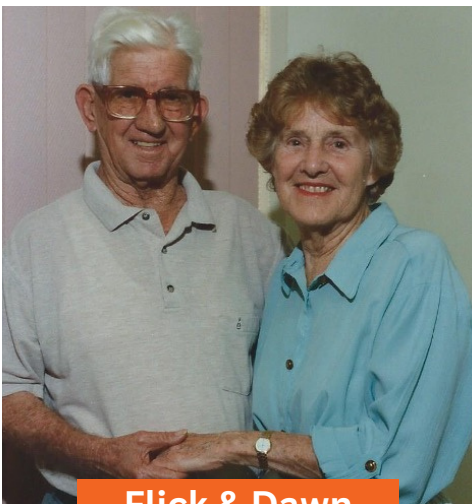


Resident, Dawn Walsh, celebrating 32 years!

This year Dawn Walsh is celebrating 32 years of being a BallyCara Resident, having signed up with her husband, Flick, for Villa 112 in July 1990. Please enjoy the following words from Dawn on her early days at BallyCara.

Extracts from "Recollections" – Dawn Walsh 2010:

In 1990, after the long drive down from Longreach we stayed with our daughter Lisa, her husband and grandchildren at Narangba, which is a short distance from Scarborough. While Flick rested from the journey I drove back and forth moving in to our new unit and new surroundings at Unit 112, "BallyCara", Oyster Point Esplanade, Scarborough.



Flick & Dawn



Flick out the front of Unit 112

In time Flick's health benefited from the cooler climate to the extent that he could now offer to do some volunteering within the Village, and it was not long before I was engaged with playing in two social tennis clubs on the Peninsula, and going to ex-service meetings and functions, which included Women's ex-Service, ex-WRANS, RAN and Communicators/Coders organisations.

Because a BallyCara resident who was in charge of their library was leaving, and aware of my previous library experience, management asked me if I would take on the running of the library which was to be located in another area. Over the years I have organised and been in charge of libraries in three different locations, not that I had planned it, things just seem to happen! Once the library was established it practically ran itself.

At the same time, I was taking names and money for our weekly shopping bus and on another day for our weekly scenic bus trips, so between the two of us we were kept

busy and involved in Village life. After coming from a big house to live in a small unit, it also kept us sane. Looking back over the years, it's a wonder how I fitted it all in, but I have found that by organising oneself everything seems to fall into place.

Each Sunday I played the electronic organ in the Chapel for residents. One year I journeyed out West when our youngest daughter awaited the birth of one of her babes. Knowing I would be away for some weeks, I asked Olive Rafter if she would fill in for me. The organ was synchronised so along with using notes for the melody, extra keys could be used for any orchestral background. Elderly residents sometimes leant on the organ for support as they were passing, so I warned Olive to watch that no one pressed key "a".



L to R: Jo, Joyce, Lyn & Dawn celebrating Dawn's birthday

When I returned, Olive couldn't hand over my organ duties fast enough, because on one momentous Sunday morning an elderly resident touched the feral key and the Chapel was greeted with the lively tune from Disney's Seven Dwarfs, "Heigh ho, heigh ho, it's off to work we go." Olive sat there horrified and embarrassed amidst silence from the Priest and especially when our C.E.O. walked over to Olive and said, "Play a foxtrot next time."



1997 Dawn playing Organ in Chapel

Continuing our Aged Care Reforms:

Update from Executive Director, Sharon Blackburn

Continuing in my series of articles covering the Aged Care Reforms. In this edition I will focus on the Quality Care Advisory Body (QCAB) and our Experts by Experience Group as well as providing information regarding the much publicised (by the media) wage increases for staff working in Residential Care and Home Care.

The Aged Care Reforms require aged care providers to implement additional responsibilities relating to governance. As part of these reforms providers who provide services regulated by the Aged Care Quality and Safety Commission (ACQSC) must establish a **Quality Care Advisory Body (QCAB)**

Provider responsibilities in relation to QCAB:

- Required to have a QCAB that provides a written report to our governing body (BallyCara Board of Directors) at least every 6 months about the quality of the aged care provided through an aged care service(s). For us at BallyCara - this will relate to our Residential Aged Care Facility and Home Care. Please note our Retirement Village is regulated by different requirements of the Queensland Government.
- The QCAB must comply with the membership requirements specified in the Accountability Principles.

The QCAB is distinct from our other internal Clinical Governance Group and Clinical Excellence Teams.

At BallyCara our QCAB has the following membership which satisfies the requirements:

- Chief Operating Officer (Chair of QCAB) – Paul Johnson
- Clinical Care Manager (Residential Aged Care) – Sarah Hermann
- Support at Home Manager – Tiffany Militano
- Expert by Experience Member – Julie Adams
- Service Excellence Manager (Secretariat) – Carrie Lipscombe

The QCAB will meet for the first time in July, and we look forward to embedding this new requirement to further demonstrate our commitment to quality care and service excellence.

Consumer Engagement:

Providers are also required to offer to establish a **Consumer Advisory Body**. At BallyCara we have several ways in which we engage with people who use our services.

Continuing our Aged Care Reforms:

Update from Executive Director, Sharon Blackburn

Here are just a few:

- Resident committees throughout our services,
- Feedback mechanisms on our website and directly with your trusted contact points,
- Surveys when an internal Service Excellence Review is carried out,

We also have an **Experts by Experience Group** – chaired by our Creative and Engagement Therapist. This group has representation from across **all our** services and locations. It meets 4 times/year at Scarborough with virtual participation supported for regional representatives. The minutes from this group go directly to the BallyCara Board and feedback from the Board to the Expert by Experience Group has commenced.

Should you wish to be considered for membership of this group please do let us know so that when vacancies occur you can be considered. You can advise us of your interest via email – feedback@ballycara.com or phone 1300 272 222 and ask the Customer Relations team to pass on your interest.

Staff wage increases announced by the Government:

You may have read in the media about the 15% pay increase (30 June 2023) that certain categories of aged care staff will be receiving (as determined by the Fair Work Commission). This historic decision recognised the significant under-payment of chefs, head cooks, nursing, care and lifestyle staff in Residential Care and Home Care settings aligned to the relevant National Awards. BallyCara aims to be an Employer of Choice and we value the work performed by all our frontline staff. Please be assured we will be passing on the full 15% wage increases to all relevant staff along with the standard National Wage Case increase which is a further 5.75% effective 1 July 2023.

The Australian Government has committed to increase the care subsidies for both Residential Care and Home Care to assist in meeting these additional costs.

If you are on a Home Care Package you would have received further communications regarding these increases and what this means for you. It is important to note that the pricing increases are not paid from your own finances, rather they are the prices charged to your Home Care Package income that is primarily received from the Government subsidy, which has been increased to allow for the increased costs providers are experiencing.

We look forward to retaining more wonderful staff with this recent uplift in wages and are ensuring other roles are valued accordingly.

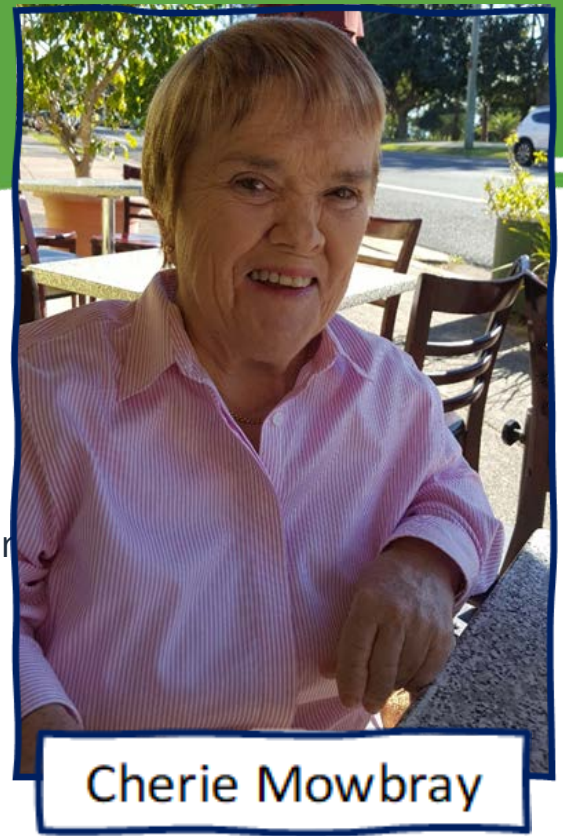


Experts by Experience (EbE)

A chat with a past member

In your words, what does the EbE do?

I feel that all staff, but especially senior management, are wanting to know if what they think they are doing is right ... that the ethos of BallyCara is actually happening. They are wanting to know 'are the Residents getting that A1 treatment?' They want to know when it's not working, and how to get better.



Cherie Mowbray

The EbE are a group of Residents and Clients that get together a couple of times a year, with a BallyCara staff member who facilitates the meeting, and we discuss everything from government programs to BallyCara services, and our own experiences, and what we say is shared with senior management and above so they can hear these thoughts. On occasions, different senior staff visit the EbE to discuss the topics – they don't just come to share their agenda, they are open minded and come to learn.

Why do you think the EbE matters?

I think it matters because BallyCara has got to have proof that they are doing things right – they need that reassurance that they are on the right track. And the EbE is one way that they can make sure they are doing this – I think it's a brilliant way actually.

We are a group who have gradually got to know each other and trust one another. So, we are able to share personal experiences, because you're comfortable in doing that, and what we share can help BallyCara to get better and maintain their high standards.

What did you enjoy the most about being on the EbE?

I loved that the group had trust together, and all different people are coming together both from here at Scarborough, and people who don't live here, from home care. I loved that we were able to share our stories together in an honest way.

What would you say to someone who is thinking they might like to join the EbE, but are not sure if they would like it?

If I was talking to them, I'd encourage them to join. I'd say, be honest with your input and enjoy meeting other people who you may not otherwise have met, who have different ideas to you, because it stimulates your mind too. Even though we did business, it felt very social.

BallyCara - Finalist Moreton Bay Business & Innovation Awards 2023!

BallyCara is extremely proud to be a Finalist in the Moreton Bay Business & Innovation Awards 2023 in the SRJ Walker Wayland Award for Not for Profit Excellence!!

We continue our commitment to the Moreton Bay Region celebrating 40 years of service to the community this year.

1983 saw the first Residents move into the Village of Friends and since then we have evolved and grown not only across the region but throughout South East Queensland and Melbourne through our range of wellness and ageing services and support.

The dedication to inspiring healthy and happy living in the people we support and also across our workforce remains our focus.



BallyCara at the Captain's Run!

In May we were thrilled to take some of our Village and Residential Care Residents to watch the Dolphins Captain's Run at Kayo Stadium!

The Residents and staff watched the team train, enjoyed a feed with the players and coaching staff & a chat with Wayne Bennett.

It was a fun morning for everyone!
[#phinsup](#)



Our HomeCare and Wellness Client, Beryl, shares her story:



It is only fitting that Beryl chose BallyCara, a charitable organisation, as her HomeCare and Wellness provider since she spent her working life helping others by giving her time and energy to ensure soldiers' children were cared for, and then serving her country overseas herself. Beryl joined the Women's Royal Naval Service as an attendant when she was 17. Before this, she worked as a nanny for the children of the soldiers at war during World War Two.

There were a few key moments that led to this choice. In 1940 Beryl witnessed the surviving Dunkirk soldiers returning home on a train. It was common for soldiers to be rowdy when returning home, but every soldier was defeated and showed no enthusiasm. It was incredibly disheartening for Beryl to witness.

Shortly after that experience, she was walking towards a Village and witnessed four bombs deployed onto it, destroying everything and everyone. She knew after that she had to do more than look after the children of the soldiers. She wanted to be where the soldiers were.

This bravery and determination led her to enlist and so begins her work as an attendant, shortly afterwards travelling overseas to Sri Lanka, where she worked as a decoder. There were ten people in her team decoding enemy messages. Beryl witnessed a very clever young man who broke a nazi code, which she said was a wonderful thing to be a part of.

Beryl uses this same determination in each wellness session with BallyCara's accredited Exercise Physiologists as she works on her mobility to ensure she is able to stay in her home for longer.

While in Sri Lanka, Beryl randomly attended a Church service with the other ladies in the Navy. She said the room was full of army and navy men, but one, in particular, caught her eye. After the service, the pastor announced a 'social intercourse' gathering that made Beryl laugh when she recalled the story. It was during this social intercourse that she met the handsome man who caught her eye and later became her husband.

Beryl has been a part of Australia's history and now BallyCara's as she has been a wonderful Client since 2019. She has witnessed our Gold Coast team expand and the region grow so much so that we had no excuse not to have a space for our Clients to visit us in.

Nowadays you will likely find Beryl enjoying social interactions at Caras' & Co Nerang, our recently opened community space, having a few cheeky jokes with our HomeCare and Wellness teams.

We feel honoured to have Beryl as a Client. She is a true hero, and we are deeply privileged to know her and her incredible story.

Do you want to be part of BallyCara's 40 year celebrations?

Have you seen the two tree decals in our Sunnyside and Hibernian Villas? They are there to reflect on the past forty years and celebrate the future of BallyCara. The next time you visit a family or friend, ask one of our lovely nurses for a leaf & pen, write your answers to the questions on the leaves, and leave your mark on BallyCara! We will be collecting the answers for our permanent records.





Staff Reward & Recognition Scheme

*** Winners

Round one of our Staff Reward & Recognition scheme winners has been awarded! The judging panel, a mix of Residents, Clients and staff members, read through all Forms of Hopes to nail down the five winners. All five winners live our Sona® Values, and we are incredibly fortunate to have them on our team.

Debra - Social Worker

I would like to thank this staff member for being an amazing human being. Your level of professionalism, knowledge, and ability to make genuine connections with our Clients is outstanding. I have received positive feedback numerous times regarding how you are making life altering changes in Clients' lives. My favourite piece of Client feedback to date is "I have shed 10 years of anxiety and am now looking forward to the future". You are passionate, authentic, courageous and such a talented employee. I am so grateful you are part of our team and look forward to continuing collaborating, learning with you and achieving excellent outcomes for our Clients.



Carol - Customer Service Officer

For the past two weeks another staff member has been on leave, leaving this staff member in charge of organising our regions rostering. She has been an absolute legend in organising all her support staff and allowing sufficient time to travel between Clients. Even if she's having a bad day, she doesn't let it affect her absolutely spectacular work ethic. This in turn affects us as support workers when we know we have a legendary woman like this staff member answering our beckon call. You embrace the Sona in EVERYTHING you've done over the past couple of weeks and our staff appreciate EVERYTHING you've done. You're truly a wonderful woman and I personally am grateful to have you at the team! Remember to stay shiny and keep powering through! You're a SUPERSTAR!! PS. You're amazing!!



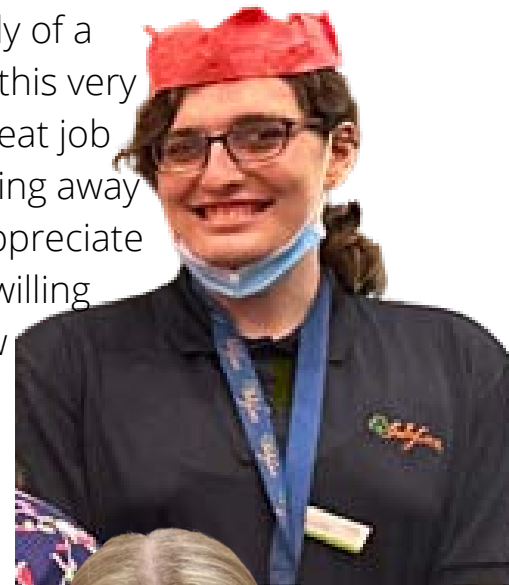
Geoff - Village Operations Officer

The real, meaningful treatment of the Residents that you transport on the shopping bus. I saw this staff member drop off a Resident to their villa and help her carry in her groceries this morning. She called me over to heap praise on the staff member and the work that they do. The Resident told me that the service is really crucial for keeping her going, and it's really elevated by the staff member being "a true gentleman". I know this staff member would think of it as 'doing your job' but just wanted to take a moment and point out that it really makes a difference to people's lives - thank you.



Rachelle - Support Worker (Logan)

I would like to pass on some wonderful feedback from the family of a Client who have commented on how competent you are doing this very complex service. I was told by the Client that you are doing a great job now and seem to have more confidence. Thank you for not shying away from this fast-paced hard service. Both the family and I really appreciate you. You have shown over the last twelve months that you are willing to have a go at anything and everything we ask of you. We know we can rely on you, and you have accepted every extra service we've asked of you in the last few months while we have been so very short on staff. Thank you again, you are worth your weight in gold.

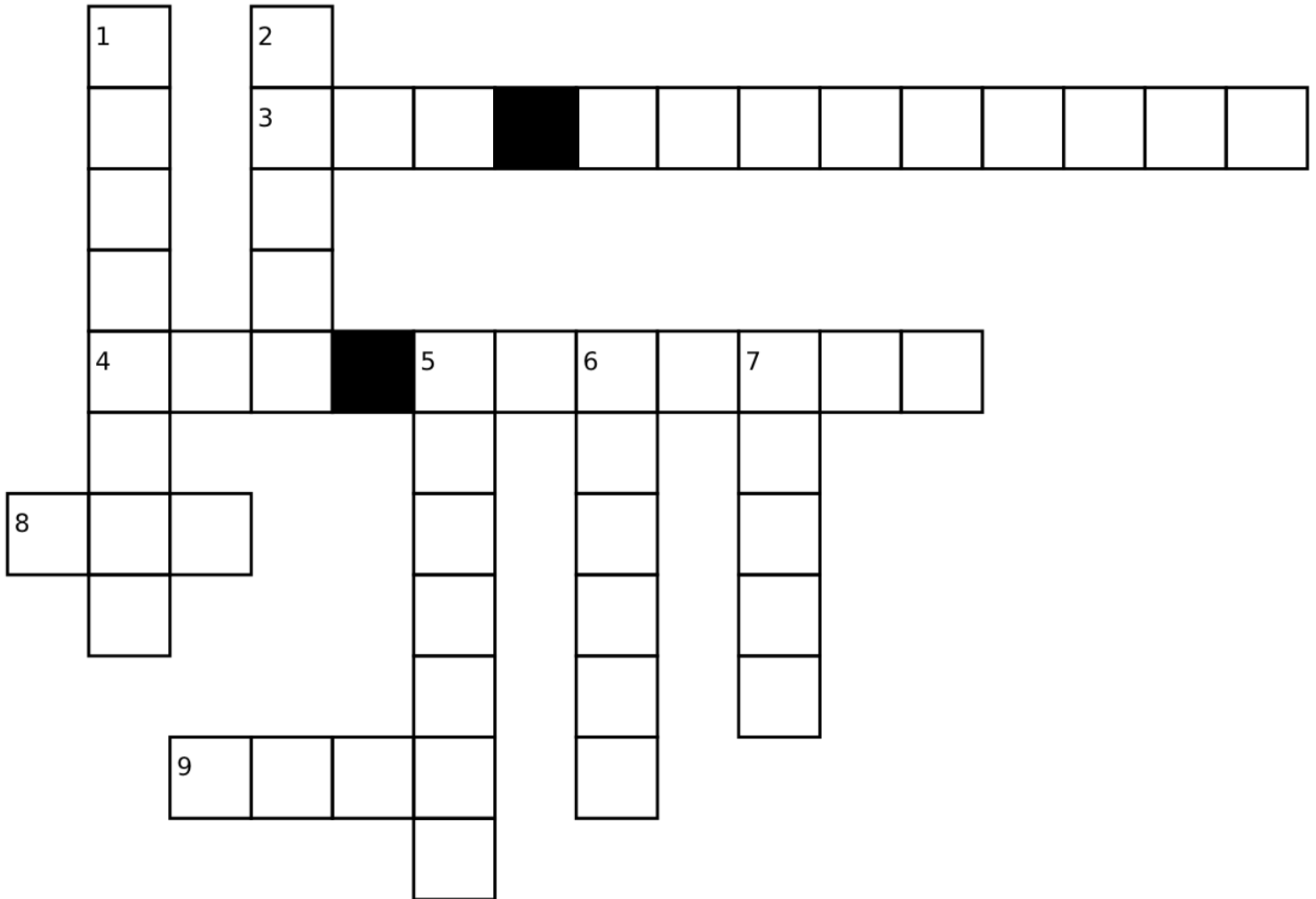


Natalie - STRC Coordinator (Logan)

Always being a strong resource, colleague and support as we work through complicated issues with Clients' health and wellbeing, you have a special ability to go beyond the scope of nursing to take in the Clients' needs and address all aspects holistically.



Winter Crossword



Down:

- 1 A popular winter breakfast.
- 2 The colour of fresh snow.
- 5 You make this by rolling three balls.
- 6 The last month of winter
- 7 A house made of ice.

Across:

- 3 A popular winter beverage.
- 4 A winter sport that is accessible all year round in Australia.
- 8 Name of a popular winter boot?
- 9 The abbreviation for the Royal Queensland Show?



Form of Hope

For anyone who wants to thank a Staff Member

- ❖ Fill this in with lots of detail about why you are thanking them
- ❖ Put it in any of the Staff Reward and Recognition Scheme white letter boxes found in the Wellness Centre, SunnySide Villa, Hibernian Villa and MaryHaven
- ❖ Or, post it in to PO Box 395 Redcliffe QLD 4020
- ❖ Or, give it to a staff member to hand in for you
- ❖ It will be collected and recorded, then a copy given to the staff member you're thanking so they know that you appreciate them

To _____ (who you are thanking) Date: / /

Their role/area/region they work in (if known): _____

I would like to thank you for...

This shows you are living these Sonq® Values (please tick):

- Everyone Matters: Each person and their wellbeing is important to us
- Creativity: Collaborate and Innovate courageously
- Integrity: Authentic and Transparent



If you would like to receive a copy of our newsletter electronically, please email info@ballycara.com to join our mailing list.

Are you or anyone you know looking for a friendly new community?

Join our waitlist now - With a variety of apartments and villas, offering different designs and sizes we have options to meet virtually every need and personal preference.

Introducing Assisted Living at BallyCara! Independent, community living with a little extra support.

At our Village Centre – the heart of Village living.

For more info, contact our Assistant Village General Manager, Courtney Moss on 1300 272 222



Choose the lifestyle you've always dreamed of

- Access to our Wellness Centre including: gym, pool, onsite café and health clinic
- A wide range of social activities including days out on our 12-seater 48ft cruiser
- Wellness opportunities with our certified Exercise Physiologists and Allied Health professionals
- Walking distance to the picturesque Scarborough waterfront

www.ballycara.com



1300 272 222 www.ballycara.com

Inspiring healthy & happy living