

Keep updated on what's been happening organisation wide.

Summer 2023

THE BEACON





Christmas Wishes - BallyCara Executive Team



Dear Friends,

Sincere best wishes for a Christmas and New Year filled with joy, peace and time spent with your loved ones. Enjoy happy and holy activities, stay safe and please do reach out to us if there is anything we can assist you with over the Christmas season. Working in partnership with you to achieve positive outcomes is what we strive for each & every day, including the busy holiday season.

We really want to extend our appreciation to all our Residents, Clients and their families who put their trust in us to partner with them in achieving outcomes that are meaningful to you. Our staff love partnering with you – they always say you are their reason, and they are so thankful for the relationships they have with you and the trust you place in them.

We also remember those less fortunate than ourselves at this time of year and pray that they may be loved and supported. Thanks to all members of the BallyCara community for your contribution, participation and your support for us throughout the course of 2023. May we all create more special memories to cherish of times with our family, friends and community and remember those who can't be with us.

We very much look forward to sharing the coming year together and all that it brings.

Merry Christmas! - **The Executive Team**

In honour of BallyCara's 40th anniversary, we asked our community a few questions. Below, we've included some of our favourite responses.

Describe BallyCara in three words:



What is your favourite memory you have during your time at BallyCara?

- Have only been here one month, the warm welcome and friendliness of everyone especially the staff. Great decision
- All the wonderful friendly staff
- We are really thankful for the help we receive
- Going to the gym. The EP's are very good!
- Friendliness and helpfulness of staff

Meet Melbourne Homecare Client, Ron:

Meet Ron Bullas. He is a lovely 85 year old gentleman who lives on his own and is one of BallyCara's original Clients from the Melbourne branch. This means he's been with us for over 5 years. He jokes that he's met just about all of our support staff!

Ron is active in lawn bowls at the retirement village where he lives, and plays every Monday. Unfortunately he suffers for it the next day, but that doesn't stop him. He pushes on....

Ron is very social, so it is fortunate that he lives a stone's throw away from the community centre where he can be a part of the daily activities if he chooses. He is well known and respected at the village. He loves to watch sports, especially football and barracks for Carlton. Go the Blues!!



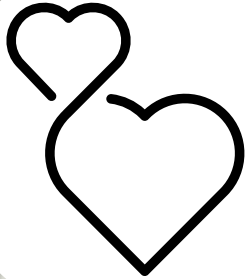
Ron is the perfect example of happy, healthy living at home. As a HCP Client with BallyCara, our support staff assist him every morning to prepare for the day. In the evening his lovely daughter Sharon visits and prepares his dinner and also organises his breakfast, fruit, snacks and lunch for the following day. Everything is there ready and all Ron needs to worry about is what to watch on TV.

BallyCara also provides Ron with domestic assistance every fortnight, which he is very grateful for. Ron feels confident living at home on his own and says he doesn't know what he would do if it wasn't for BallyCara and also the assistance he receives from his daughter. He admits he would probably have been in residential care by now.

We are very lucky to have Ron as one of our Clients. He has a great sense of humour, knows everything there is to know about sport (especially football) and can chat to you about anything from politics to travel. Thanks Ron for making our job a joy!

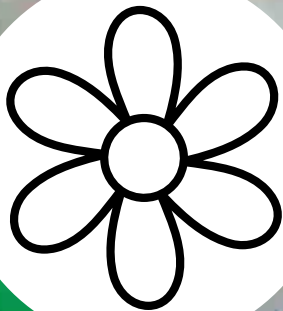
Boost your well-being by getting creative!

Did you know that flexing your creative muscles can:



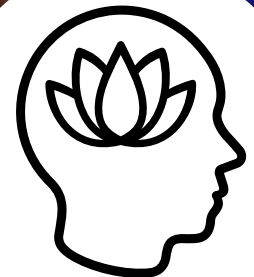
Help you to flourish through increased social connection and self-identity

Help you process emotions



Boost positive feelings

Decrease stress, anxiety and anger



Does that mean you need to get the paint or guitar out?

Nope!

Creativity can include the arts, but research suggests creativity is any process that produces something that is original and useful. That means you're getting creative when you do art, build a useful mechanical contraption, or even think up a new idea for doing the dishes!

With thanks to Sonia, UQ Psychology Honours Student, whose research this year has helped us better understand creativity and well-being!

If you want more support to connect with your creative side, we offer Creative Engagement Therapy through HomeCare at the Gold Coast and the Peninsula. Please get in touch with BallyCara to see what options are available!

Melbourne HomeCare Client - Shelia

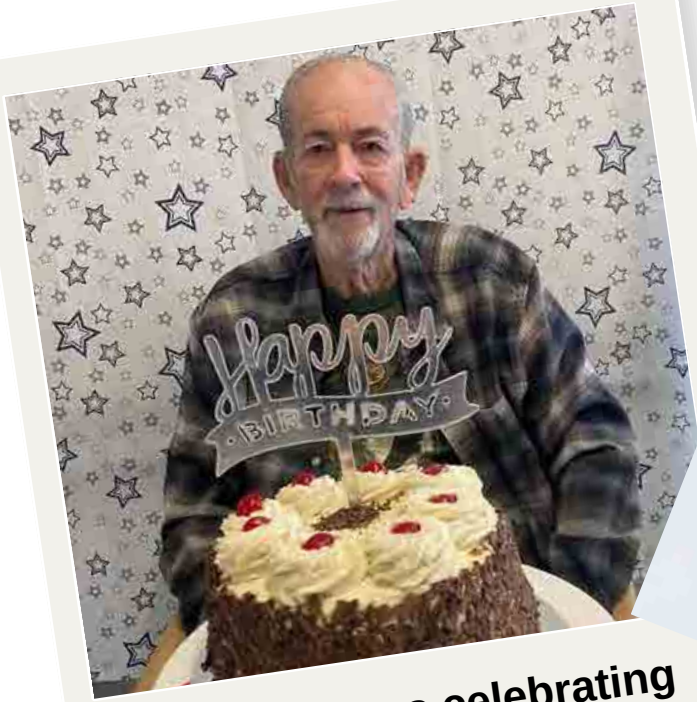
Celebrating 90 Years!

Words from Shelia's daughter, Hazel

Over 100 family and friends gathered together to celebrate Mum's 90th birthday. Three generations including most of her 60 odd great-grandchildren were there. The tables were laden with delicious party food, flowers were everywhere. A photo presentation of her life growing up in England until she migrated to Australia in 1969 played on the big screen. The tears started rolling as the Liverpool theme song, 'You'll Never Walk Alone', was played. She was born in Liverpool. Her favourite present was a guest book full of drawings and best wishes from everyone. In her speech she invited everyone back for her 100th.



What's been happening around BallyCara?



John Rogers celebrating his birthday!



Residents, Fred & Phyllis, celebrating 71 years of marriage.



Our Caras' & Co Bethania team recently celebrated reaching 100 Clients.



Lydia and Dot officially opening the Assisted Living Units at the Village.

Melbourne Office - Celebrate Oaks Day!

On Thursday 9th November the ladies in our Melbourne office celebrated Oaks Day, traditionally known as Ladies Day.

The tradition of Oaks Day is beauty, femininity, style, and grace. They had an amazing day celebrating and looking fabulous!



BallyCara Carers' Auxiliary Fair

Christmas came to BallyCara in the shape of the Carers' Auxiliary annual Christmas Fair which was a huge success thanks to the incredible amount of involvement by everyone. The tables were bursting with baked goodies, jams, relishes and fresh produce. Christmas items were in abundance, and the gifts and decorations were soon snapped up by busy shoppers.

Takings reached the amazing total of just over \$6000, a record beyond expectations, so a huge thank you goes to everyone for their support.

The Residents of both Sunnyside and Hibernian Villas will benefit from this generous support as we continue to help make their lives more fulfilling with gifts, games, decorations etc. - Val Semaine, Shop Coordinator



A special thank you to our beloved Residential Care Resident, Bronte Best, who hand knitted and sewed over 50 Topsy-Turvy dolls. When she started making them, each doll took 40 hours to complete. Thanks to a whole lot of practise this time has been trimmed down. We are so incredibly grateful for her time and dedication helping to raise funds.



Staff Reward & Recognition Scheme Winners

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



Fleur - Admin and Rostering Officer

Fleur received a phone call late on a Friday afternoon, diffused the situation by listening and acknowledging the caller's concerns and ensured she followed up with the relevant staff member. By utilising active listening, Fleur was able to not only de-escalate the situation, but was able to also reshape the relationship with BallyCara.



Deb – Support Worker (Logan)

I would like to thank Deb for being a super star, going above and beyond, literally. Deb was mid-service with a client who had sent her to buy her lunch at a local café. While Deb was at the café waiting for the order, the boom gates at the rail crossing became faulty and were not opening. Deb called the office to ask that the client be called to let them know that she was stuck on the wrong side of the train tracks. Deb waited 15 minutes, then decided to make her way on foot to the train station and use the pedestrian overpass to allow her to then walk another 700 metres or so to deliver the lunch to the client. Poor Deb then had to hike to get back up and over the pedestrian overpass to return to her car. Deb put the client's needs first and foremost.



Caleb – Physio (Residential)

Thank you for the personal attention you have given me in attaining comfort in my new electric wheelchair my son bought me. Caleb personally measured my right side gap and went to Clark Rubber. Because of his care, I now feel safe and secure. Life is good after trials of pillows by carers.

Staff Reward & Recognition Scheme Winners, continued

Lauren – Support Worker (Brisbane North)

An outside provider attended to a client for a handyman job and overheard the manner and support Lauren provided to our client. He felt a need to share this with BallyCara, as he had been in the industry for a long time and often doesn't hear the care and attention Lauren provided. He requested this to be recognised as a merit of outstanding service.

Chris – Emergency Response Officer

Mum had a fall last night, she was in a lot of pain, and it took 8 hours for the ambulance to arrive. Chris not only attended to Mum, but also kept my brother and I calm and informed. I cannot thank him enough for his care, well and truly above and beyond.

Gender Reveal at BallyCara!

One of our delightful Customer Service Officers at our Melbourne location, Hannah, did a surprise gender reveal at the office! She is due February 1st. Hannah and her husband, John, are very excited for the arrival of their baby girl. Congratulations to you both!



Gender reveal cupcakes with pink icing in the middle!





Experts by Experience

(EbE)

Chat with a past EbE member:

In your words, what do the EbE do?

The EbE are a mechanism for providing input to management – that is what they are there for. The group have a wealth of information and knowledge. They are a grassroots asset to the company.

Why do you think the EbE matters?

It matters only as much as management allow it to matter – it has the power to make a huge difference in many ways... if management allow it to. The more management value it, the more meaningful it is and the more the group feel that they are making positive contributions to the direction of the company.

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

I enjoyed my time with the facilitator and BallyCara employees with their expertise - watching them grow and develop their skills. I really enjoy seeing the development in others. As the group matured into the ethos of the EbE, they were becoming more and more contributory to the goals. Once they realised 'yeah, I can say something, and I have something to contribute' – they found their voice. I enjoyed that.

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

I would say go for it! Make sure you're willing to contribute and not to be deterred in the initial couple of meetings - this is where you're finding your place in the group.



Gordon Hodgson
Cabool region, Queensland

More Information about Experts by Experience (EbE)

The Experts by Experience consumer group is one of the ways that BallyCara engages with Residents and Clients to ensure their voices are heard, and they are at the centre of what we do.

It is called the 'Experts by Experience' group because each member's personal experience of using our services makes them the 'expert' of their experience. Drawing on this, we ask the group "what are we doing well, what could we do better and what haven't we thought of?". We do this by exploring specific topics in a group discussion where everyone matters.

- The group is made up of consumers from all of our service areas
- The group meets 4 times a year at Scarborough
- Members who cannot make the meeting in person are supported to participate in a way that works for them.
- The feedback from each meeting is shared directly with the Board, Executive Chairman, Executive Team, and Management Team for their consideration.
- During each meeting, the group can ask questions to the BallyCara Board. The BallyCara Board will respond to these questions in writing – which is then shared back with the EbE.
- The group is facilitated by Ruth Falconer, Creative & Engagement Therapist.

Because we aim to have Resident/Client representation from all BallyCara's service areas (Residential, Village, HomeCare, and Wellness), locations and regions (Brisbane North, Cabool, Gold Coast, Logan, Melbourne and Scarborough), spots on the group are limited and filled by invitation only. If you're interested in joining but a spot isn't yet available, Ruth will put your name down on a waitlist and contact you when one does become available.

If you'd like to learn more about the EbE, or are interested in joining, please email to let Ruth know and she will contact you (or let a staff member know, so they can email on your behalf).



Email: feedback@ballycara.com

Brisbane North HomeCare Client - Margaret

The delightful Margaret is a HomeCare Client in our Brisbane North region who has had such a full and interesting life! She has had an association with BallyCara for quite some time as her late husband was part of the Hibernian Friendly Society 40 years ago when BallyCara was established. She even recommended BallyCara for some of her patients when she was working as a Registered Nurse & Nurse Educator. So, when it came time for them to pick a HomeCare provider it was a no brainer to choose BallyCara!

As an educator Margaret wrote & taught communication programs to nursing students. Each year she would do something special for the graduating class; on the following page is an extract of a prose piece she wrote one year as she thought 'how can I really impress the importance of communication and knowing someone's background onto them?'

It is called "A Treasure Chest of Memories", and is from a carer's perspective seeing someone with Dementia who may not be able to carry on a current-day conversation sitting alone, and so the carer sits down and takes the person through this piece asking the questions and helping the person visualise the answers, or imagining what their answers back may be. Margaret's words are so powerful you would think this person is real as you can imagine and put your own experiences and meaning onto the piece.



To read more visit our website >

<https://www.ballycara.com/our-community/news-events/a-treasure-chest-of-memories>

“A Treasure Chest of Memories”

My thoughts are trapped within this frail and mortal body.

My eyes, though dull and somewhat cloudy,

Mirror the feelings from my heart;

That my once free spirit is still there,

Only masked by my failing mind.

I feel from within, that you, dear friend,

Sense that this spirit of mine is young, is eager,

And is still as strong as in the days of my youth.

You look at me searchingly -

And I see a myriad of questions reflected in your eyes.

Oh, that it could be possible

To answer your enquiring, yet sweet and loving countenance

You so constantly portray to me each day.

I can only answer you in silence -

But I am feeling through your gentle touch;

Your soft yet knowing voice;

That our spirits will entwine,

And you will come to know

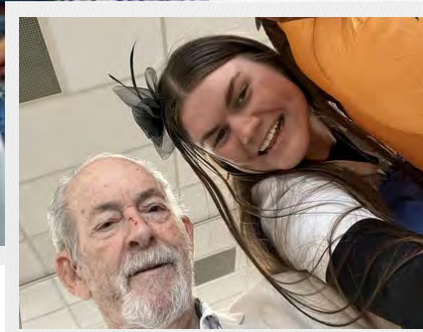
The answers from the very depth of my soul.

We each share,

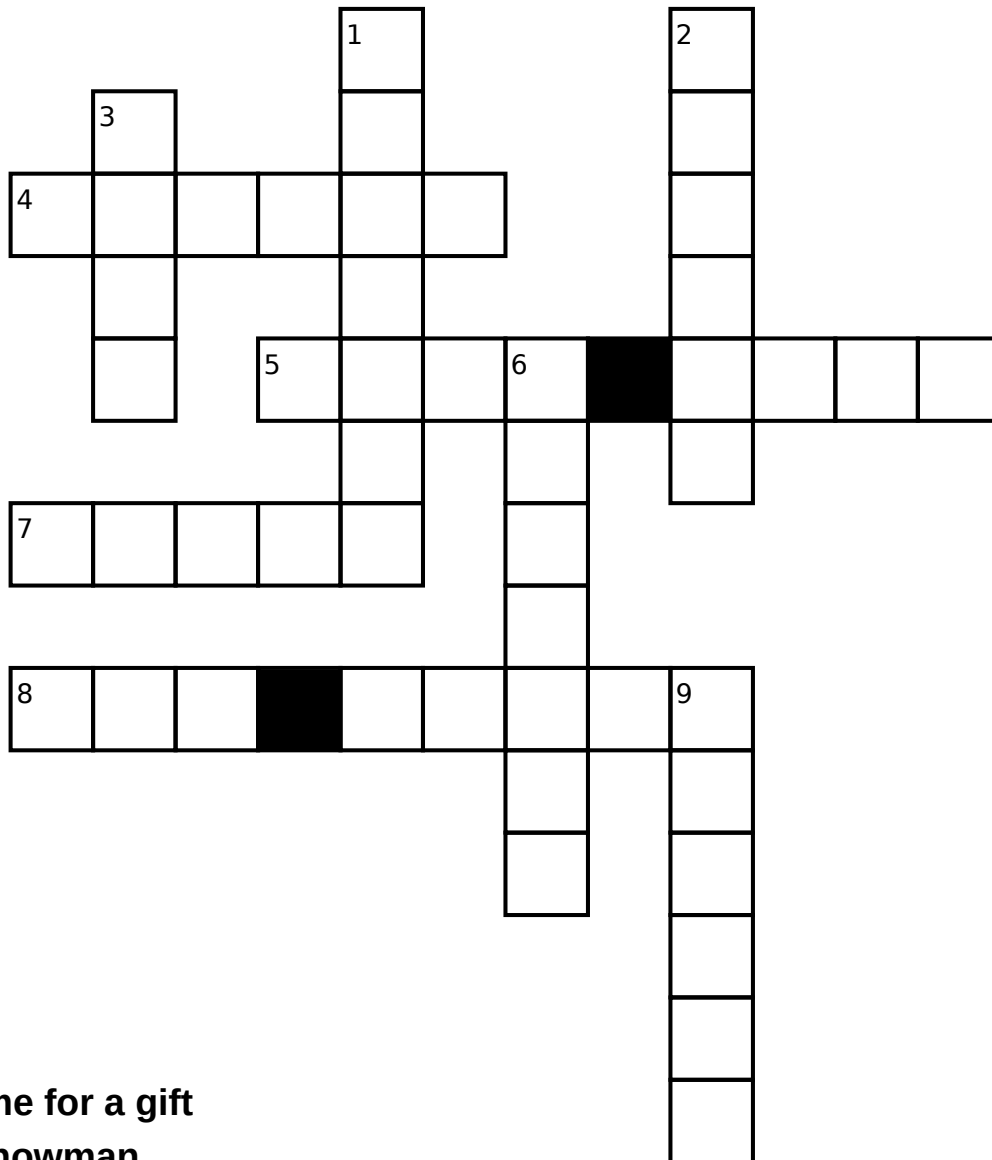
And we each shall become better persons.

- Margaret, BallyCara Homecare Client

Melbourne Cup Day Celebrations



Summer Crossword



Down:

1. Another name for a gift
2. A famous Snowman
3. What do you do under a mistletoe?
6. Who has a red nose?
9. What season is Christmas in, in Australia?

Across:

4. A sparkly Christmas decoration
5. According to a popular Christmas song what was the partridge in?
7. Song: Last Christmas I gave you my _____
8. A popular Christmas dessert

Do you need to catch up on previous editions?

We have all previous editions of The Beacon on our website. If you missed an issue, search in your internet browser the following link-

<https://www.ballycara.com/our-community/the-beacon>

BallyCara Feedback Form

This form can be used to provide any feedback you wish to share with us. You can choose to provide feedback anonymously, however, please know we will not be able to provide information on outcomes.

Your Name: _____

Your Phone Number: _____

Your Email Address: _____

Type of Feedback:

- Comment
- Compliment
- Complaint
- Suggestion

If your feedback is a Compliment – would you like this compliment to be entered into the Staff Reward and Recognition Scheme?

The Staff Reward and Recognition Scheme is for all staff who work directly with Residents/Clients and are not management. Entries will be judged by a panel of Residents/Clients and winners will be rewarded.

- Yes
- No

Area your feedback relates to:

- Home Care
- Residential Care
- Housekeeping
- Short-Term Restorative Care (STRC)
- Wellness
- Village
- Catering
- Facilities and Grounds
- Finance
- Marketing
- People and Culture

Other, Please Specify _____

Please provide your feedback here:

If your feedback is a Complaint - please provide a suggestion of how you think we can improve:

If you prefer online, our feedback form is on our website: www.ballycara.com

Find the **Contact Us** tab on the top screen and select **Provide Feedback** from the drop-down menu.



If you would like to receive a copy of The Beacon 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. For more info, contact our Village Sales Officer, Vivien Moss on 1300 272 222



Scan the QR code to learn more about our Village!



1300 272 222 www.ballycara.com

Inspiring healthy & happy living