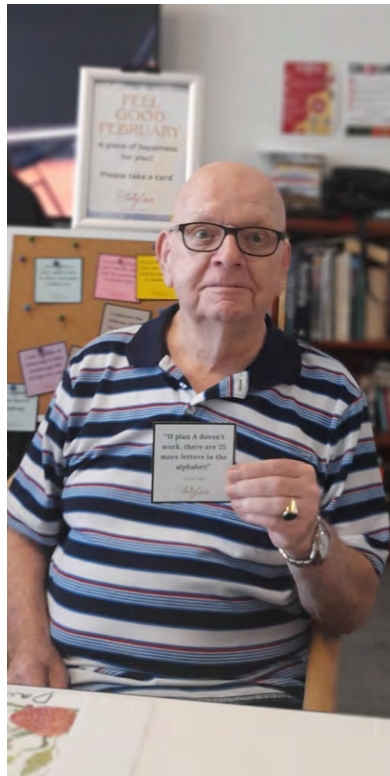


THE BEACON



 *BallyCara*

2024
VOL. 01 AUTUMN

International Women's Day 2024

In recognition of International Women's Day, BallyCara's Corporate Services Director, Trudi Ashcroft, took the time to reflect on her own experiences and opportunities within the workforce. This is an excerpt from her piece which is available to read in full on our website <https://www.ballycara.com/our-community/news-events/economic-empowerment-for-women-a-reflection-future-aspirations>

"The theme for International Women's Day this year was 'Count Her In: Invest in Women. Accelerate Progress'. It got me thinking about economic empowerment for women and how having access to education, employment opportunities, financial services (like banking and credit), land ownership, and technology are critical in generating enough income to support themselves and their families, providing a sense of security and stability as well as opportunities for financial independence, wealth accumulation and intergenerational wealth transfer.

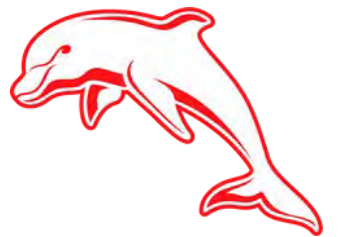
Here at BallyCara we are committed to gender equality with a Board and Senior Leadership Team who inspire and encourage each other, together building an equitable and inclusive community, where opportunities for economic empowerment for all are embraced.



By championing economic empowerment, International Women's Day propels us toward a future where gender parity isn't just a lofty aspiration but a tangible reality, enriching lives, and societies alike. What meaningful change have you made or could you make in the lives of those around you?

Trudi Ashcroft - Corporate Services Director

2024 Dolphins Season Launch Event



Check out these joyful moments captured during our Dolphins event held on Wednesday, March 6th, to kick off the Dolphins NRL 2024 Season! It was a delightful gathering filled with music, delicious treats, and an appearance by our beloved mascot, Sandy! Phins Up!

Autumn *Wellness* Advice

Back Pain

Lower back pain, extending from the base of the spine to the buttocks, sometimes radiating down the legs, can stem from various conditions such as arthritis or disc degeneration. It may manifest as either short-term and specific (acute) or longer-lasting and generalised (chronic). Investigating the underlying cause through professional assessment is crucial for tailored management strategies. Seeking assistance from healthcare professionals like GP's, Physiotherapists, Chiropractors, or Exercise Physiologists can provide relief.

Utilise available resources such as massage therapy and exercise class (our BallyCara Wellness professionals are ready and able to assist!) Proper usage of walking aids and maintaining optimal posture are crucial. Engaging in regular physical activity and gentle stretching can also help strengthen and support the back.

COMING

SOON

Look out for upcoming Allied Health services arriving in your area soon! Explore our website to discover the services we currently provide.



Knee rocks are a low risk stretch that's great for relieving that ache at the end of the day!



Knee to chest stretches help recover some of the mobility lost when in pain!

Celebrating International Day of Education at BallyCara with Residents

On 24th January we acknowledged International Day of Education. This year's theme was 'Learning for Lasting Peace'. We interviewed Residents Russell and Ruth Briggs on their history of education and peace as they are both trailblazers in this field.

They have made an incredible impact on the education industry. It is hard to measure the impact they have had and the lives they have surely changed and positively influenced.

Russell was a teacher for three years in New South Wales before he and Ruth moved to Papua New Guinea to teach at Awaba High School in the Western Province next to the Aramia River.

They lived in Papua New Guinea for 22 years and in that time got married and had 3 children. Of the 22 years they were there, Russell worked at the High School for 15 of them and was Headmaster for 10. He oversaw 450 students with 350 of them boarding at the school all year long. It was a very diverse school. At one point there were seven nationalities amongst the staffing team, 48 different languages spoken by the students, with the students coming from ten different provinces.

Students were committed to learning. Graduates from the school went on to become Teachers, Nurses, Doctors, Lawyers, Pilots, Politicians, amongst other incredible professions. Because of the hard work of Russell and his teaching staff, Awaba High School was awarded as one of the best High Schools in the country.

One of Russell's greatest accomplishments as Headmaster was impacting the students through education and the Christian Faith. Most of the students came from primary schools led by missionaries and were taught the gospel. Many of the students had a direct relationship with God before entering High School.

Despite the fact that the students had 48 different languages amongst them, Russell believes they were able to have peace at the school because they had a relationship with the Prince of Peace himself, God. That is what true peace means to both Ruth and Russell.

We are so grateful to have Ruth and Russell in our Village bringing with them their knowledge and passion for education and God.

"Learning for Lasting Peace."

Heron Residential Care

About Me Clover

Over recent months we have been rolling out an exciting new project in Heron Wing - the About Me Clovers. The aim of this project is to increase person centred care for our Residents living with dementia, and create opportunities for engagement between Residents, their families and staff.

The About Me Sunflower has been used in dementia care for multiple decades, and has its roots in the beginning of the Person-Centred Care movement. The aim of an About Me sign/s is to create an easy way of communicating with staff and visitors about the individual likes and dislikes of a person living with dementia. It also acts as a way for family members to be involved in care and communicate with staff, as well as providing talking points for staff to interact with the person living with dementia. The Sunflower model has been adopted by acute care services - such as hospitals - and residential care providers across the world.

While this model has traditionally used a sunflower, we have chosen to reflect our Irish heritage through the use of a clover.

A three-leaf clover has long been a symbol of faith, hope and love, three attributes we hope are present in Heron daily. Each clover has three leaves with 6 pre-printed prompts - birthplace, family/pets, religion, heritage, occupation and hobbies. We also have blank leaves available for extra information. This could include the Resident's preferred routine, whether they enjoy tea or coffee, conversation topics of interest to them, or anything else that may be relevant. It has been great to watch the clovers fill with information provided by our Residents and their families, and to hear the special conversations they have prompted.



Along with the Clover project, we are also working toward some other updates and changes to make Heron a welcoming, person-centred place. This includes the recent addition of staff photos on the Heron noticeboard, helping Residents and their families recognise friendly faces. We are also looking at ways to brighten up the space around the nurses station - watch this space!



Brisbane North News

Did you know we have started up a Garden Club at Caras' & Co Woolloowin? Each Monday at 9:00am and Thursday 10:00am we welcome the community down to join in and get their hands dirty.



Melbourne News

We congratulate Hannah and her husband John on the birth of their first baby. Hannah, our lovely Customer Service Officer in Melbourne gave birth to her gorgeous baby girl.

Tabitha Hope Samili
1st February 2024 at 5:20pm
8lb 10oz
52cm long

Gold Coast News

Wellness member Karen gifted this heart (pictured beside) for our Lead Gold Coast Exercise Physiologist for Valentine's Day! The heart has lavender inside which was handpicked from her garden.



2023 Christmas Party Season



Hosted 10 Christmas Parties



Saw Santa 7 times



We ate 276 Plum Puddings



Partied with 467 Clients and Residents

Experts by Experience (EbE)

A Chat with a Past Member



John Burke
Scarborough, QLD

In your words, what do the EbE do?

The EbE offered an open forum to express opinions backed by our experiences. In my case sharing about dealing with caring for someone with dementia and wider issues of the aged care commission. It's good to get the group together to share their ideas - and it's a way of formulating a response back to management where it's relevant. The EbE is a way to keep the perspectives of consumers and management connected.

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

I guess it's a feeling of empowerment, of your opinions being listened to and respected. I found a bond of experience between the participants - it's enlightening to share in a group like that and hear other peoples' stories. It creates a bond that allows frank discussion. Significant people from the organisation came and gave their time and took onboard the points we were making so it didn't feel like we were talking to an empty space - we were heard.

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

I would encourage them. It's a welcoming environment. You'll be heard respectfully. Again, it's a way of sharing experiences amongst a group that you might not otherwise have a lot of social contact with, where you can create and make connections. For an old Irish storyteller like me - that's just jam on the toast.

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



BallyCara Carers' Auxiliary

Throughout the month of February we spread kindness around BallyCara with feel good quotes and random coffee vouchers. Saturday 17th February was Random Acts of Kindness Day with the theme being "Make Kindness the Norm"... which is exactly what BallyCara's Carers' Auxiliary stands for!

They are a group of Residents within the Village who are dedicated to fundraising for Residential Care, as well as other groups in BallyCara such as the social support group, Invigorate. They volunteer to do this because they love the community feel that BallyCara offers and want to spread that joy and sentiment around.

The Auxiliary are involved in many aspects of life within BallyCara's main site at Scarborough:

- They have a gift shop which Residents, staff, visitors, other community members can purchase items from; with this money going directly to improving and adding to lifestyle activities for Residential Care.
- They liaise with BallyCara's Residential Services Manager to confirm what items may be suitable to purchase.
- They host events such as the Winter and Christmas Fairs. These are usually run with support from the Men's Shed and Resident's Committee e.g. cooking sausage sizzles, vintage motor vehicles, lego and other displays.

Last year the Auxiliary had a very successful fundraising year being able to give over \$10,000 to Residential Care for a variety of items, as well as gifting \$3200 in Christmas gifts to Residential and Invigorate. These gifts are so appreciated since it may be the only present some people receive as they do not have family close by. The Auxiliary are hoping to match these figures in 2024 and already have some ideas of what could be purchased - air fryers for the Invigorate group as a start!

These are huge feats by a devoted group though none of this would be possible without the kindness and generosity of everyone who has donated or purchased something. These donations and purchases come from all corners of BallyCara and even extend to the wider community. The gift shop is open Tuesdays and Thursdays 2-3pm, in the Village. It's a great opportunity to discover the talents of BallyCara's Residents and staff who have donated items.

So even though we observe Random Acts of Kindness Day, there is no reason why kindness has to be limited to one day each year. As the Carers' Auxiliary have proven it is something that can be achieved at any time, and for nothing more than to put a smile on someone else's face!







Logan News

Our Story with Frank

Three years ago, Frank's doctor recommended he attend BallyCara Wellness sessions for some gentle exercise. Unsure but willing, Frank joins the sessions, soon becoming a familiar face. As time passes, a BallyCara Exercise Physiologist (EP) notices Frank's progress and suggests he tries the Short-Term Restorative Care (STRC) Program.

With the help of our BallyCara team, Frank navigates the My Aged Care (MAC) platform to secure his place in the STRC Program. As his journey progresses, Frank's care expands, and he is assigned a HomeCare Package, opening doors to various support services including transport, physiotherapy, and in-home EP sessions.

During his in-home sessions, Frank finds solace in attending group Wellness classes for the social aspect. Following each session, he makes a habit of visiting the neighbouring café for coffee and toast. The caring BallyCara team ensures Frank's transport is scheduled to accommodate his café visits.

The café owners have become fond of Frank, checking in on him if he misses his regular Tuesday and Friday visits. Frank, in turn, cherishes the warmth of their hospitality and indulges in his favourite homemade sausage rolls, even on days when they aren't on the menu for the general public.

Recently, Frank confided that his true motivation for attending wasn't solely for exercise but for companionship and a sense of belonging. What started as a simple exercise recommendation transformed into a heartwarming journey of community, connection, and the simple pleasures of friendship over coffee and sausage rolls.



Staff Reward & Recognition Scheme Winners

Teresa - Customer Service Officer - Wellness Team

Your help in supporting the Wellness team. You take on extra work, making client cancellation calls at short notice, for example 3:55pm on a Friday afternoon. You called an entire Tai Chi class, and I'm willing to bet you had to stay back late to complete this.

You are an example of the Sona Values. Helping your team with ensuring the clients are communicated to. You hold yourself with integrity and work courageously.

Thank you, you are a valued member of BallyCara and very much appreciated.



Sonia - Support Worker - Melbourne

Going absolutely above and beyond for your clients. We have received some wonderful feedback from a client saying that he is so very happy with the Personal Care services that he receives from you, he appreciated that you give him a foot massage every service and said that you are a very bubbly person with a great sense of humour.

He couldn't speak of you highly enough.



Carol - Enrolled Nurse - Residential

Thank you so much for the extra effort you put in by doing the double shift across both buildings – you are amazing, Gold Star to you. It is a comfort to know we have amazing regular staff like yourself that will give that extra effort.

Thank you!





Staff Reward & Recognition Scheme

Winners

Continued.

Priscilla - Village Officer



During an emergency situation involving a resident, this staff member was prompt in providing support. She gathered sheets and towels and ensured the resident was comfortable, safe and supported during a vulnerable time. Additionally, they demonstrated teamwork and professionalism by supporting ERT/HC staff to assist the resident. They coordinated other staff, to shield the resident and staff from the weather and assisted communications with Emergency Services. Thank you for your efforts, you ensured both the resident and your fellow colleagues felt supported, demonstrating all of the SONA values.

Catherine - Senior Support Worker - Village

She has been one of my carers at BallyCara for some time and I'd just like to let you know what an asset she is to the Village. She is extremely proficient with every task she undertakes, from vacuuming to cleaning and I know she has developed a following among some residents for her bed making. On days when I haven't been well, she has even worked out exactly what I need at the supermarket. As she knows I have problems with dust she goes above and beyond to make sure there is not a speck of dust in my villa. I look forward to Thursdays when she takes me to appointments and then we sit and enjoy a coffee and a chat afterwards. No matter how she is feeling she always has a smile on her face and when I see that, I feel it's a lovely start to the day.



Thank you for all your kindness and care .

Safer Internet Day - How to protect you and your family online

The 6th of February marks the 21st edition of Safer Internet Day where millions of people from over 180 countries come "Together for a better internet".

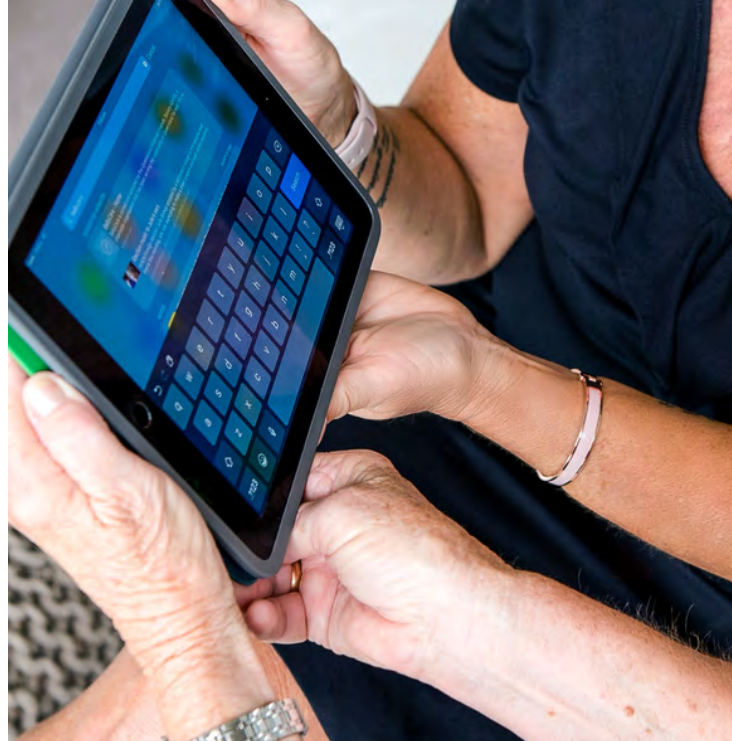
This year the focus is on awareness and online safety issues. While this day was originally born out of an EU initiative for safe borders with a strategy of a better internet for kids, it has grown to be so much more.

It is important for everyone - young and young at heart - to understand how to stay safe while using computers, phones, and other devices, especially while on the internet.

We asked our IT Operations Officer, Dan, what his top tips are for staying safe online. The below was his response within 30 seconds of asking!

Tips from BallyCara's IT whizz Dan-

- Choose unique passwords & try to avoid using the same password for everything!
- Keep your device up to date! Install important updates to reduce security risks!
- Do not leave your device unattended or unlocked.



Digital Mentoring Opportunities

Did you know that BallyCara has a Digital Mentor to help you with any technical issues you may be having?

If you have a HomeCare Package or Commonwealth Home Support Program with BallyCara our Digital Mentor is available to come to your home to assist you with the initial set up of your mobile phone, iPad, or tablet. Already have a device but are having a little bit of trouble using your device? Our Digital Mentor can help with that as well.

If you are interested in using our Digital Mentor Service, let your HomeCare Coordinator know and they will send a referral to our BallyCara Digital Mentor who will then be in contact with you.

S U D O K U

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P U Z Z L E

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.

Name _____

Address _____

Phone _____

Type of Feedback

Comment

Complaint

Compliment

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:

HomeCare

Residential Care

Housekeeping

Short-Term Restorative
Care (STRC)

Wellness

Village

Catering

Facilities & Grounds

Finance

Marketing

People & Culture

Other, Please Specify _____

Please provide your feedback here:

Feedback continued:

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

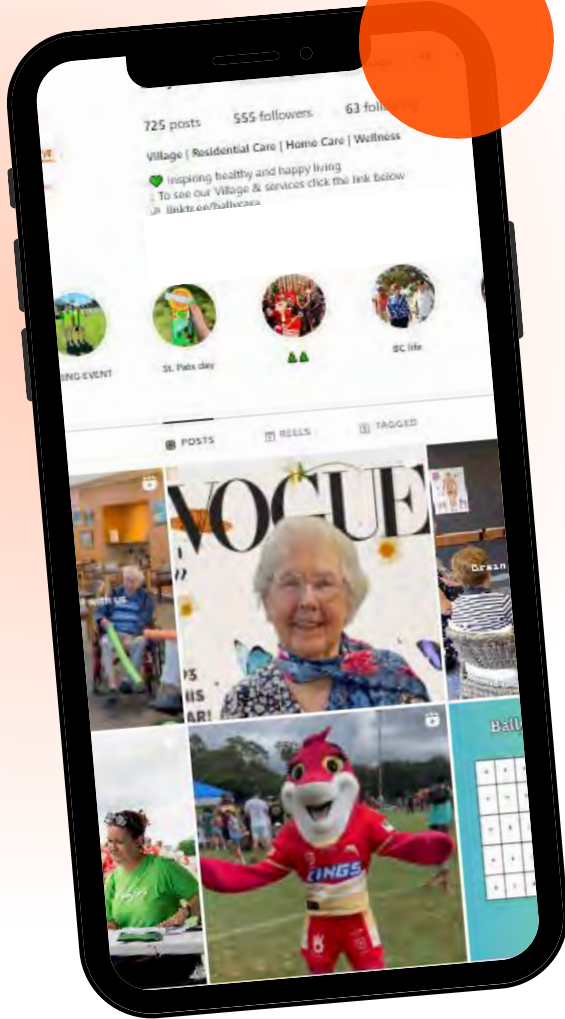
If you prefer online, our feedback form is on our website:

www.ballycara.com

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



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Contact us via: 1300 272 222 or

info@ballycara.com