

feros

Spring 2017

Feros help people
with disability live
**CONNECTED
LIVES**

Seniors caught
in the act of
GRAFFITI

See the
difference
**8-WEEKS
CAN MAKE**

Older bolder
cyclists are
**FORCES OF
NATURE**



feros care
GROW BOLD

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CEO'S WORD

Welcome to our spring edition of the Feros Magazine!

I feel that I say this in every edition, but the year has gone so quickly and we have so much to share with you.

Firstly, I would like to welcome almost 3,000, new Commonwealth Home Support Program (CHSP) clients on the Fraser Coast, who transitioned to Feros Care from the Fraser Coast Council in Queensland, this August. The service provides CHSP home maintenance and handyman services and we are very excited to be able to assist. We also would like to welcome the local handyman and trades service providers who will continue to deliver many of these services in partnership with Feros Care.

I am also very proud to announce that Feros Care is now a National Disability Insurance Scheme partner, providing NDIS Local Area Coordination services in Mackay and Townsville in QLD, as well as in ACT, Northern Adelaide and the Barossa region of SA. A big welcome to our new NDIS participants and their families. Our passionate teams of 100+ Local Area Coordinators are already on the ground, playing a key role in connecting people with services and supports. As a part of the scheme, Feros Care will also be opening offices in these 5 regions and we celebrated the opening of Mackay, the first of these, in July.

Our partnership with the NDIS plays a significant role in the evolution of Feros Care, with our organisation now caring

and supporting people aged from 8 to 108+. Our new "Grow Bold" brand is about supporting everyone to live healthy, independent and connected lives, regardless of their age.

Many of you may already be aware of the Government's Aged Care reform changes. These include the introduction of the Government's "My Aged Care" Contact Centre and the creation of the new Home Care Package national wait list for services. Although these changes provide people with much greater choice, until the system is well established, it can be confusing and quite frustrating for them to use. In response to this, Feros Care has established our own "Aged Care Hotline" to help GPs, health professionals, seniors and families navigate through the new system. This service also offers the option of registering a person with "My Aged Care" on their behalf. I am very pleased at the positive response we have received from GPs, health professionals and seniors so far and hope this service continues to assist in navigating the new system.

Feros Care has been very fortunate to receive a grant to be spent over two years, giving our clients access to our new Virtual Senior Centre. This is a ground breaking, online social community, which allows people to participate in social programs from home, via easy to use technology. These programs include guest speakers, special interest groups, yoga, meditation, exercise classes, art

and craft events and so much more. Participants don't need to be an expert in all things technology, they just need to want to join in the fun. See page 26 for more information.

We were delighted with the high level of support we have received from the Federal Minister for Aged Care, the Hon. Ken Wyatt AM, MP. Minister Wyatt launched our Lifelink Experience Centre earlier this year, and experienced for himself many of the technologies that are available to assist seniors to live safely and independently in their own homes. Read more about our great range of assistive technology on page 12 and 13.

In this magazine edition, we also acknowledge two very special people, Shirley Nelson and Keith Castle, who have been awarded Life Membership at Feros Care. Both have served as Chair to the Feros Care Board of Directors and have been pivotal in establishing, shaping, growing and governing our organisation. I am personally grateful for their wisdom, support, unrelenting passion and dedication to Feros Care, and the enormous generosity of time they have given over many years. Thank you both and congratulations!

I hope you enjoy our Spring magazine.



A handwritten signature in black ink, appearing to read 'Jennene Buckley'. The signature is stylized and fluid.

Jennene Buckley
CEO

FEROS HELP PEOPLE WITH

As a National Disability Insurance Scheme (NDIS) partner, we get to work with people to understand what their goals are and help connect them to services and people in the community. That could include anything from connecting them with a sports club or local theatre, a job or training course.

Photo caption: (l-r) Sharon Guillaume, Jamie Jones and Roslyn Loader



MEET SOME OF OUR NEW LAC TEAM MEMBERS

Roslyn Loader, Jamie Jones and Sharon Guillaume are three of the new Local Area Coordinators.

ROSLYN LOADER LAC MACKAY

Roslyn is one of Feros Care's new NDIS Local Area Coordinators (LACs) in Mackay, Queensland. She says there are many people within the Aboriginal and Torres Strait Islander communities who are having issues with accessing the NDIS. And she's clearly passionate about this.

"For me, it's important that the cultural barriers are challenged. And that Aboriginal and Torres Strait Islander people are helped to understand how the NDIS can support them," Roslyn explains.



"They don't have the internet; they have no paperwork. Or they've lost contact with their GP or specialists. They don't understand how the NDIS can support them, or what it means."

And an emphatic Roslyn, who has an Indigenous background herself, reckons "it's time for change". While Roslyn's only at the six-week mark as a LAC, working in the disability sector for her is not a new venture.

"I was one of the original LACs back in the day" as she puts it. Roslyn worked in the Isaac region, inland from Mackay, eight years ago and loved it. She previously worked for Education Queensland in Dysart for 10 years as an early intervention teacher's aide. Roslyn eventually specialised in speech and worked with hearing impaired children

and English as a second language (ESL).

For the last six years she has been an advocate with Aged and Disability Advocacy Australia, covering the Mackay, Whitsunday and Isaac region. Her role involved community-based advocacy and education to supporting and improve the wellbeing of older people and people with a disability.

But she's no stranger to disability in her personal life either.

"My eldest boy has a disability and needed to live in a metro area so we moved to Mackay," Roslyn explains. "So when the opportunity of this role came up, I jumped on it."

And she says she's finding it rewarding, both personally and professionally.

"For me, it's important that the cultural barriers are challenged. And that Aboriginal and Torres Strait Islander people are helped to understand how the NDIS can support them."

DISABILITY LIVE CONNECTED LIVES

JAMIE JONES LAC ADELAIDE

Jamie is one of the new NDIS Local Area Coordinators (LACs) based in Adelaide. He's only five weeks into the role but says he's "loving" his work. The 25-year-old previously worked for the Department of Human Services on its NDIS help line.

"I'm loving it. It's a completely different culture," Jamie says. "And it's my first role face-to-face."

As a LAC, Jamie talks with NDIS clients over the phone, or in person in the



Feros Care office or in their own home.

"We talk about their goals and aspirations," he explains. "What a better life might look like.

"Over the phone you can only do so much. Face-to-face you can do more."

Jamie is one of 40 LACs recruited in the Adelaide region so far. The Northern Adelaide/Barossa team will eventually comprise 60 LACs.

For Jamie, the work is rewarding and exciting. He's just finished training, learning the ropes of the NDIS and the 'Feros way'. He says buddying with three different staff who had been LACs for a longer period of time was helpful in seeing how things are done first-hand.

"I sat in on three planning meetings and observed how the staff member

carried out the meeting and handled the conversation," he says.

"The main thing I learned in the training was how to successfully and efficiently communicate with people living with disabilities in a face-to-face manner rather than over the phone.

"I also learned more about the planning process with the NDIS and how a plan is actually built."

Jamie had his first appointments in mid-June. His approach is genial and thoughtful as the new LAC system is new to NDIS clients and they're getting used to the transition.

"I use humour to an extent. It can be a pretty serious conversation," he explains. "It can provoke emotion. But I try to keep the atmosphere light if I can."

"Over the phone you can only do so much. Face-to-face you can do more."

SHARON GUILLEAUME LAC ADELAIDE

Sharon is also a new NDIS Local Area Coordinator (LAC), based in Adelaide. And she's passionate about disability services.

"My son was born with a rare physical disability so I've lived with disability for 29 years," she says.

"That's what got me into the sector. I love working with disability because of this. I'm very passionate about it."

Sharon also came to work for Feros Care from the government's NDIS enquiry line and is in the same team as Jamie. Before working in the call

centre, Sharon was as a LAC for some years for a care respite agency.

She's just completed her initial training and is looking forward to her first clients.

"I took on this role because it's hands-on. And I get to help people with their first plan," she explains.

Sharon says Feros Care provides a very flexible work environment. LACs are able to work from home when they have phone interviews booked in. But talking face-to-face also suits Sharon as she's a real people person.

"I like meeting people and talking to them," Sharon explains. "And finding out about their backgrounds."

All three LACs are excited at the prospect of helping people with disability live the best lives possible. And so is Feros Care.



"My son was born with a rare physical disability so I've lived with disability for 29 years."

A DAY IN THE LIFE OF WELLBEING MANAGER

CAROL DREYER

Feros Care's Carol Dreyer says she's never worked harder in her life. But that's just great because Carol says she's never enjoyed her work so much!

Carol's work ethic reflects the efforts she goes to for her clients whose wellbeing is her first priority. As one of our Wellbeing Managers, her role is to support seniors to live happy, healthy and connected lives in their own communities. For Carol, every day is different and that's the way she likes it. "We are the faces clients meet," Carol said. "Our first meeting is a detailed discussion. It encompasses their hopes and dreams, what are their health challenges and what excites them. We find out what's important to assist them with independence in their home, their health, and ways to maintain social connections. We work together to plan their

services and / or technology. We tweak and adjust their care plan until we get the best possible support within the home care package budget they have."

Carol said her work supports seniors to fulfil their greatest wish - being able to stay in their own homes and within their chosen community. She believes Feros Care's services offer clients dignity and self-confidence.

"We are the ones they entrust their formal support to," Carol said. "The fact they don't always have to ask their children for help, it gives them independence."

It makes spending time with them a social occasion again instead of one about care and doing jobs around the house, according to Carol.

"From what I've observed, it eases the stress of families. It also gives everyone peace of mind that someone else is also there, looking out for loved ones," she said.

"There is nothing more rewarding than working with people who might be stressed out, and being offered a cuddle before you leave."

Carol's clients are in NSW's Illawarra region and South East Sydney. She does a lot of driving, but says she gets to meet clients in some beautiful areas.

"I do a substantial amount of driving, but I don't mind. I really enjoy it, because it gives me time to think and plan, both for my work and personal life."

"I find this very rewarding, because they tell you about their life as well, not just their care," she said. "You build good rapport this way, which can help me be proactive in providing care."

While Carol is very experienced in aged care, it's a long way from the finance industry where she worked for 30 years. During the GFC, Carol emigrated here from South Africa with her family but found there was no work in finance. However, this turned out to be a blessing in disguise.





MEET CAROL'S FRIEND JOHN



John hamming it up for the camera in front of some of his vegetables. "I grow as much as I can," he said.

"I love what I do. I am challenged every day working with people to find the best solutions to support them to remain connected with family, friends and their community. This is the best job I have ever had."

Not one to sit around, Carol started volunteering at her church with a seniors' group. A volunteer role with an aged care company followed and then a job in community care. After a year, Carol was offered a team leader position in a day centre and six months later became program coordinator. A social support program was later introduced and Carol by then was "hooked on aged care". This led to her completing a Cert IV for the sector.

"By then I was no longer interested in going back to finance, because the satisfaction levels I got from working with senior Australians were just too high," she explained. Carol did manage a small home support service for three years but it wasn't what she wanted.

"When this role came available in Feros, I jumped at the opportunity to get back to working directly with clients," Carol said.

John has been receiving a Level 4 home care package for a year. And what a difference one year makes!

John was referred to Feros Care before being discharged from hospital – and he was doing very poorly. He could barely walk, had trouble speaking a sentence due to his severe respiratory issues, and was very malnourished.

His Wellbeing Manager, Carol, said it was a matter of residential care or home care. Lucky for John the hospital discharge manager arranged his ACAT assessment, as he and his family didn't know about home care options.

Fast forward twelve months and John is back to his old hobbies – tending his veggie garden and walking to the shops.

"When I first met John he could barely walk two steps, he was so thin and he had no colour in his face. You just wouldn't believe the difference," smiles Carol.

"His home care package has enabled John to take back control in his life. I recently offered to arrange an Occupational Therapy assessment to explore getting him a scooter to get to the shops. John wouldn't have it! 'I've got to keep using my legs' he said".

John receives gardening and domestic services as well as social support. When he was first discharged from hospital he also received personal assistance. "His health has improved in leaps and bounds, so he can look after his own personal needs now" said Carol.

"Our flexible service, meant we can constantly change and adapt his care plans to suit his wants and needs.

"John is very independent so his home care really empowers him. He doesn't have to ask his kids to do things around the house, we take care of that. When the kids visit it's now just a social visit."

GROW BOLD WITH FEROS CARE

At Feros, what we care most about is helping people live better lives. Healthier. Better connected. More active. More fulfilling.

We don't just want you to live. We want you to get your feet wet and your hands dirty. To have dreams, ambitions, plans. We call it growing bold and we've been doing it for over 25 years.

Grow Bold you say? Yes, Grow Bold is our mantra to accompany our new logo. This is because we are continuing to grow and to expand our services. We now provide more care to more people including partnering with the National Disability Insurance Scheme (NDIS).

Twenty seven years ago, Feros opened its doors as a single residential aged care village. Today, we are a national community service provider, and growing.

Our new logo (and look and feel) mirrors the energy, passion and innovation of our staff, Board and volunteers, whose everyday mission is to help people live a bold life.

And when we say Bold, we mean "your bold". It could be playing competition bowls again, building an organic veggie garden, becoming a computer geek, or becoming a regular theatre-goer. Just as "beauty is in the eye of the beholder", we think the same about bold. It's your bold, your achievements and everything that matters to you.



WHAT SERVICES

HOME

Everyone is different, and so is their idea of what makes a home beautiful. Our services for in the garden and around the house include:

- Spick and span housework, laundry and spring cleans
- Well-groomed lawns, gardening and maintenance
- Furry friend support including pet care and walking
- Keeping you safe by installing ramps and other assistive aids.

HEALTH

As the saying goes: If you've got your health, you've got everything. Our services to support your healthy mind and body include:

- Specialised nursing care for medication management, dementia care, and post-hospital support
- Respite care for short periods or overnight stays
- Mobility support with physiotherapy, podiatry and exercise programs
- Seniors fitness with group or one-on-one programs to enhance balance and strength
- Easing the pain with pain management support and massages
- Nourishment through meal preparation, cooking and shopping
- Transport to and from your medical and other appointments.



SPEAK TO OUR HOME CARE ADVISORS ON 1300 763 583

to find out what kind of care is best for you.



ARE AVAILABLE

HAPPINESS

It's often the small things in life that warm our hearts and make us smile. Our services to keep you in touch with community, family and friends include:

- **Transport to your social activities and events.** Whether it's catching up with your friends at your weekly game of golf, or lunch and a movie with some friends.
- **Companionship giving you the freedom to enjoy outings, gym, yoga classes, swimming, sport, dancing, beauty treatments, bird watching, clubs and classes, and so much more.**
- **Friendly tech (using Tablets and all the popular Apps) that give you access to chatrooms, cyber game groups, online shopping, social media and online communities.**



In February this year, how people accessed Government funded Home Care Packages changed. The main change for people already on a home care package was that from February 2017, you could choose your service provider. This means that you have total control over who provides your services.

The main change for people not already receiving services is that once they get approved for a home care package, they go onto a national waitlist, and receive their government funded aged care services based on their level of need.

SHOP AROUND TO FIND THE RIGHT PROVIDER

Feros Care is one of the few aged care providers to not charge clients an exit fee should people switch to a different provider. We proudly stand by our commitment to support seniors live their best life and respect their right to decision-making. Our focus is on providing quality service and care so clients don't want to leave us. We want our clients to have the flexibility and freedom to make their own choices about who provides their care and which services they will benefit from most.

INTRODUCING FEROS PET SERVICES

We are happy to introduce our new pet services. This might sound like an unusual thing to want in your home care package, but for pet-lovers, this is a dream come true. Some people said that while they need some care, so too does their best friend. Our pet services include walking your dog, feeding your pets, helping to look after them, or taking them to the vet with you.





OLDER BOLDER CYCLISTS ARE FORCES OF NATURE

Shirley leaves Bill eating her dust!

Living a bold life even when nature throws everything at you is a good analogy for the way a group of intrepid older cyclists took on the South Island of New Zealand. And won. And intend to do it again. With gusto.

If an earthquake, floods, driving rain, a tsunami warning, and a sea rescue requiring medical help weren't enough to stop 13 Get Bold Not Old cyclists, what would?

Not much it would seem. Despite over 4000 earthquake aftershocks, the group – aged in their 60s and 70s – was determined to continue their six-day 130 kilometre cycle. And peddle on regardless.

The extreme weather conditions at the time were the result of the magnitude 7.8 earthquake that struck the South Island in November last year. The epicentre was about 60 km from where they were staying at Blenheim – on the first night of their trip.

One cyclist, Jill McCann, said she was woken around midnight “when the bed started to shake. Gently at first, then quite violently”.

“The wardrobe doors flew open and the TV fell forward onto its screen.

There were loud noises outside, flashing lights and then all the street lights and motel lights went out,” she explained.

“We scrambled around in the dark and pulled on some clothes and went outside. After 10 minutes it seemed to calm down and we went back to bed, but left some clothes handy.”

And just as well, Jill said. After about two hours of small but constant aftershocks, the group was taken by bus to higher ground. At around 4am, the tsunami warning was downgraded so they went back to their digs and returned to bed. With only two hours sleep, Jill said the group still got on their bikes after breakfast and went for a ride.

The aftershocks continued and then came rising creek waters and landslides which the group had to navigate through and around. Nature's final obstacle came a few days later after a 3.5 hour walk through the Abel

Tasman National Park. While the group was returning via catamaran, and an hour away from port, the boat was hit by a squall, strong winds and freezing conditions. But in the distance, a distress flare shot up into the sky.

Being the nearest vessel, they responded and rescued three kayakers being blown out to sea. The Get Bold Not Old team managed to haul the exhausted kayakers on board. Luckily Dr John was part of their group so he treated one of the kayakers who had burned her hand when setting off the flare.

You might think that after a trip like this the lucky 13 might be hesitant about taking on the Land of The Long White Cloud again. Hardly. They've planned another cycle trip for March 2018 that's more than twice the distance. And another rider has joined them!

So, the fearless 14 plan to cycle 140 km over three days along the West Coast Wilderness Trail after taking the



Earthquake, aftershocks, floodwaters, evacuations and a sea rescue!

TransAlpine Express cross-country from Christchurch. Sightseeing at Franz Josef and Fox Glaciers, Queenstown and Milford Sound, are on the agenda along with some extra cycling/walking around Lake Wakatipu and the Remarkable Mountains.

But no one wants to sit by the pool on this trip as the group will then tackle the Otago Rail Trail – 185 km over four days.

“There is wonderful scenery through a very sparsely inhabited part of the South Island,” Jill said. Those of us who are keen to see a Northern Rivers Rail Trail are particularly interested in the revitalisation of the small railway towns and villages which has taken place since the start of this trail.”

The bike route follows the old railway line and goes through two long tunnels (dark enough to need torches) and over some spectacular gorges, according to Jill.

By the time next March comes around, the group will be two years older, with most in their 70s. But numbers don't mean much to this bunch, except for riding 30 minutes a day, three to four days a week as training for the trip.

“The surface of the rail trail is gravel which presents an extra challenge although Byron Shire roads are probably good practice,” Jill laughed.

ON THE MOVE AND CONNECTED

The Get Bold Not Old cyclists are part of a much larger group of friends from the North Coast of NSW (around the Byron Bay area). These go-getters demonstrate the importance of connections and activities to maintain a healthy mind and body.

It started as a few acquaintances who would swim across the bay at Byron once a week. They met other like-minded people doing the same thing and began a weekly coffee group.

It turned out that some of them enjoyed cycling so they also began a weekly cycle group (ending at a cafe of course). This grew so popular that the group now numbers more than 25.

One enthusiastic member, Jill McCann, is on the Feros Care board and really

enjoys being part of the group.

“We connect on different levels – book club, swimming, tennis, cycling, golf, and some have even started going on holidays together,” Jill revealed.

“We all value connections and activity and know how important it is to remain physically active as we age.”

But Jill said they weren't always like this.

“When I first joined the cycling group in my 60s, I hadn't been on a bike since school. My legs were like jelly on the first ride.

“We all experienced challenges when we first joined. The secret is perseverance – keeping going – and gradually building up fitness and confidence.”

The oldest cyclists in the group are Shirley who is 76 and Gordon, 78.

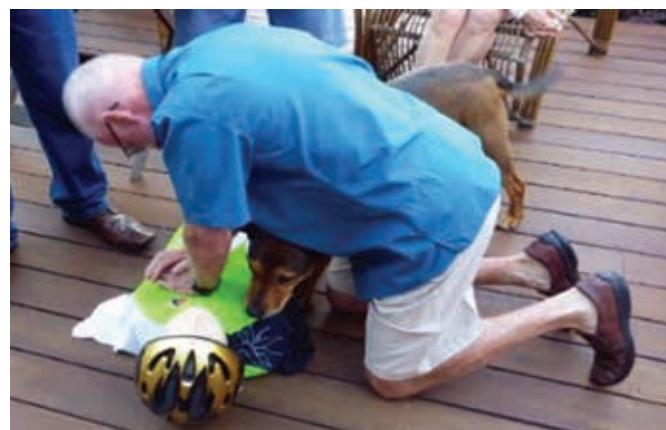
“Everyone goes at their own pace, some do slightly shorter rides, and no one is competitive,” Jill said.

Or maybe some are! Bill, who was riding an electric bike due to a recent health issue, said Shirley overtook him on the last day - on the biggest hill in New Zealand.

“And she wasn't even in the lowest gear!” he said.



76-year-old Shirley also volunteers monthly at the Lone Goat Gallery in Byron Bay. She considers volunteering a positive way of supporting the arts in the Northern Rivers region. “Only with the support of volunteers is the gallery able to open seven days a week. I find it a pleasure speaking with visitors as they come from overseas, interstate, and of course locally,” Shirley said.



At the cyclists' Christmas party, Dr John gave a lifesaving talk and demonstration. And the dog didn't want to miss any of the action either! The Get Bold Not Old team is planning to buy a defibrillator for their first aid kit.

FEROS CARE'S "EXPERIENCE TRANSFORMS THE DELIVERY"



Earlier this year, the Federal Minister for Aged Care, the Hon. Ken Wyatt AM, MP launched Feros Care's Experience Centre. This state-of-the-art technology hub is transforming the way health and aged care is delivered.

The Experience Centre researches and adapts technologies in the marketplace, so they can be used by seniors and people with disability.

Minister Wyatt reiterated the Australian Government's commitment to innovation and technology in aged care. He also urged the aged care sector to harness technology to

support Australians everywhere, so they can make their own choices and find the right solution and support that works for them.

The Minister then toured the facility and experienced the various technologies that are being used to keep seniors living independently and safely in their own homes. This

included donning a set of VR goggles to experience a seaside adventure, without leaving his chair.

The Minister saw first-hand how Feros is re-purposing existing technologies designed for athletes, office workers and teenagers, to meet the needs of seniors and people with disability.



FEROS CARE CEO RECOGNISED FOR HER CONTRIBUTION TO TECHNOLOGY IN AGED CARE

Jennene Buckley was inducted into the Information Technology in Aged Care (ITAC) Hall of Fame, recognising her significant contribution to the use of technology in aged care.

The Hall of Fame Award recognises an individual person who has made an enormous contribution technology in the aged care sector.

When receiving the Award, Jennene said she was grateful to her board and staff for their willingness to dream big, take risks and create an environment of innovation and creativity.

Jennene said "Feros will always be committed to sharing our learnings and best practice models so the entire aged care sector can prosper from this knowledge and continue to improve the lives of clients".

CENTRE" OF HEALTH AND AGED CARE

WHY IS TECHNOLOGY IMPORTANT IN AGED CARE

Gone are the days when technology and aged care were at opposite ends of the spectrum. Today, we can provide so many more options of care by including technology and digital solutions into both residential and home care.

A key focus area for Lifelink is to prevent and reduce falls. Falls are a major cause of injury for older people, and often lead to being admitted to hospital. Simple technologies like the lumo lift can help prevent falls, which in turn reduce hospital admissions and lead to significant savings to the public health system.

Lumo Lift, which was originally designed for people sitting and working at computers. It is a small, lightweight wearable to improve your posture and a healthy back. Lifelink has since repurposed this to help prevent falls. Once a person has experienced a fall, they have less confidence and tend to look at the ground and watch where their feet are going.

Wearing a Lumo Lift reminds you to stand tall and look ahead. If you slouch – or in the case of an older person – look at your feet, Lumo will vibrate, making you aware of your posture.

Care@Home - originally developed on a home security system – is now providing seamless health monitoring so people to live independently at home. Sensors and intelligent algorithms learn your daily habits and behaviours and sends an alert to loved ones if your daily routine changes. Care@Home is also playing a key role in reducing carer fatigue because your family and friends know that should anything happen, they're only a text message away.

The stylish **Wisewear** is a distress bracelet complete with GPS and text messaging, and is concealed in 18 carat gold jewellery. Wisewear was originally developed as a distress bracelet for millennials going out at night in New York. Lifelink has since repurposed this product to seniors as a discreet and attractive falls protection that sends an emergency alert in the case of a fall or health scare.

While **VR goggles** have traditionally been the domain of gamers, Feros Care is using them to take people on adventures without having to leave the comfort of their own home. VR goggles are proven to stimulate memories with people getting the chance to re-live their favourite family holidays. Others are enjoying adventures they have dreamed about, such as touring Paris, London, New York or even enjoying a safari in Africa, or sitting Centre Court at Wimbledon.



To find out more about our wide range of products, call our team on **1300 851 771** or email us at: info@lifelinkresponse.com.au

FIVE GREAT MYTHS OF AGEING

Have older adults given up on hopes, dreams and sex? Not so, says a recent book with research that busts these stupid five myths on ageing.

As we get older, we are often pigeonholed as 'this' or 'that' – and it's usually pretty negative stuff. So here are five mythbusters to help you fight the false claims and the discrimination that sits beneath them. Authored by academics Joan T Erber and Lenore T. Szuchman, *Great Myths of Aging* shines a light on the misconceptions about how we act, feel and think as we grow older. And most of the research shows it's a pretty positive journey.

This article was supplied by YourLifeChoices, Australia's leading retirement website. For more great articles on ageing well and living in retirement, visit www.yourlifechoices.com.au



1 OLDER ADULTS HAVE GIVEN UP ON HOPES AND DREAMS

We all need to have hope, but it is a common perception that as we age, we give up on hopes and dreams. Not so. A study in 2002 that interviewed those aged from 70 to 103 about hopes and fears for the future revealed dynamic 'possible selves'. But whereas younger people showed interest in careers and occupations, older respondents showed interest in health, physical functioning and leisure pursuits – i.e. the emphasis moved to a desire to remain healthy and independent, rather than be managing director of the world.

3 GROWING OLD IS DEPRESSING

Recent American research suggests that older adults suffer from depression at a lower rate than younger age groups, particularly those aged 18–24 years. Some studies have noted a decline in depression as people age. And some have commented that “in view of the personal losses, physical illnesses and functional disabilities that commonly befall older age groups, it is surprising that major depression tends to decline rather than increase with advanced age.”

Sadly, these numbers do not hold in aged-care facilities, where a higher proportion of depression in the elderly is recorded. Perhaps the question is, then, not whether older people are naturally more depressed (they're not), but what can be done to make life more cheerful for those in aged-care facilities?

2 OLDER PEOPLE ARE SET IN THEIR WAYS

This myth is easily challenged, but it's helpful to start with a definition of what it really means to be set in your ways. One description is a lack of openness to new experiences. And there is a wealth of evidence to show many older adults can't wait to retire to have the time and opportunity to try many new things. But it is a fact that possibilities can become restricted as we age – the ability to be a supermodel or win Wimbledon – so many older adults have naturally trimmed their ambitions to suit the real options in their lives. Wanting things to be done in

a certain way may also be interpreted as becoming set in your ways, but this may also merely be a sign that, if it's not broken, why fix it.

Authors Erber and Szuchman also note that older people are quite often forced into radical changes by life events, such as widowhood, poor health, and loss of family and friends, so they adapt to new nutritional patterns, exercise habits, mobility or lack thereof, and the need to relocate. A case could be made that older adults become used to adopting new ways of doing things all through their senior years.

4 OLDER PEOPLE ARE NO LONGER INTERESTED IN SEX

Despite the wealth of research undertaken on this topic, in general “there is no evidence that older people lose interest in sex” is the conclusion. Various studies undertaken have show adults aged 65 and over remain sexually active, with vaginal intercourse always or usually part of this activity.

Barriers are not due to age – but more to the difficulty of finding a partner. Heterosexual women outnumber men from age 40, and by age 85, the ratio is two women for every one man. Just because younger people do not like to think about older parents or grandparents enjoying sex, it doesn't mean it's not happening!

5 OLDER PEOPLE ARE MORE CAUTIOUS

Particularly in the realm of new technology, older people get very bad press when it comes to having a go. How many jokes have we seen about grandpa using the iPad as a chopping block, etc, etc? This then leads many to believe that older people find it hard to make decisions. Findings on this topic are interesting. Laboratory tests of reaction times do show older adults take longer than younger ones to react to a variety of stimuli. But this is not the same as decision-making time, where older adults were shown to reach faster decisions as they chose to consider less data than younger adults did. “In short, prior to making a decision, the older retirees did not consider all of the possible alternatives to the extent that the young adults did, which would indicate that they were less cautious.”

*The above information is a very brief summary of the 37 ageing myths that are busted in the research reported in *Great Myths of Aging*, Joan T Erber and Lenore T Szuchman, John Wiley & Sons Inc., 2015.*

SENIORS CAUGHT IN THE ACT OF GRAFFITI

Empowerment and connection to community are two of the tenets that Feros live by. Every day in every way we try to challenge the conventions of how society expects seniors to behave.

Nothing better demonstrates this than our residents at Byron Village getting caught in the act of graffiti! In downtown Byron Bay, it was Banksy's turn to step aside as our residents – who have now been nicknamed the Feros Silver Foxes (FSFs) - painted the town red, well, any colour they wanted.

Feros was participating in local Popped Laneway Activation project, where a dead space was fully reinvigorated into 'Surf Alley', by local artists including Feros Silver Foxes.

Feros Care was a major partner of Popped, where a public space and creative activation program incorporated arts and surf culture, well-being and community inclusiveness.

"When we were offered the opportunity to get involved, we just jumped at it," explained Grescha Brewer, Care Manager at the Village. "and so did our residents – the average age of participation was 91 years young".

Eighty-six years young Hugh Webster said: "I'm an architect and normally I wouldn't like this sort of stuff – but now I'm wiser (because I'm not growing old yet) – and here I am helping to make Byron Bay a colourful place."



Nina Marzi with graffiti artist "Teazer"

A few weeks later the residents attended a graffiti workshop with Davey (aka Teazer) at his Stay Gold Studio in Byron Bay. The brightly dressed seniors went to see the workings of the graffiti art workshop and hear about how Teazer got into the artform, its history and tagging.

Teazer explained that he thinks it's a primal urge to want to leave your mark, your message, and Nina Marzi, 96, agreed.

"Not everybody can be an artist," she said. "It's the touch, the quality of the paint, what you want to convey in the painting; that's the most important." And Nina's seen a painting or two throughout nearly 10 decades so who can argue with that?

"I think it's very clever, more clever than I ever thought or realised," Fran Boyle 86 said. Fran, Nina and the rest of the FSFs then hopped in a bus to see Teazer's local wall graffiti art near the old train tracks – not even on the wrong side (!) - where artists like him go to practice.

"I love the inclusion of our residents with the younger generation. Leisel and Davie (the graffiti team) literally picking up their wheelie walkers to get over the long grass. Everyone was laughing," said Grescha.



Jilli Richardson said "such beautiful colour and expression. Art is what makes life joyful – and it's best where everyone can see it – like this alley. I normally create art with a paint brush, so a spray was pretty bold!"



Hugh Webster: "I'm an architect and normally I wouldn't like this sort of stuff – but now I'm wiser (because I'm not growing old yet) – and here I am helping to make Byron Bay a colourful place."



Watch and hear their inspired thoughts about the modern artform which back in the day was considered the realm of vandals. What would their mums and dads think of the Feros Silver Foxes now! <http://bit.ly/2xbZ817>



STANDING COMFORTABLY ON YOUR OWN TWO FEET

If you find you have sore feet, legs or a painful back, feel tired or lose your balance, you may need to look no further than the end of your own legs for the source.

As we get older, the chances of foot and ankle pain increases and it's something we should pay attention to and prevent if possible. A quarter of all middle-age to older people experience foot pain, with women more likely, while one in three people over the age of 65 experience a fall each year.

Research has shown that two thirds of those aged 65 + have feet considerably wider than commercially available footwear, but no matter what age we are, our shoes need to fit properly. Correct fitting footwear can reduce foot pain, improve foot health and general well-being, supports increased daily activities and reduces the risk of falls.

Poorly fitting shoes with a higher heel elevation and a narrower toe box – mainly found in women's shoes – can lead to bunions, hammer toes (bent or curled), claw toes (contracted), callus (skin thickening/hardening), corns, heel pain and an increased risk of falls.

If you have problems with your feet or you have diabetes, it is recommended that shoes be fitted properly by a footwear specialist. Your shoes should be supportive and appropriate to your activities, e.g. sport, walking etc. If you regularly experience swollen feet, buy footwear at the end of the day so you know the shoes will fit you properly. Extension straps are available from podiatrists/specialist footwear stores if you have severe swelling. Podiatrists also prescribe orthotics, lower limb exercises and provide routine foot care.

Condensed article as supplied by SCU podiatry students

FEATURES OF GOOD FOOTWEAR:



- upper soles designed to be breathable and absorb moisture
- have a closed-in heel or supportive, adjustable fastenings (laces, velcro, buckles) that hold the foot back in the shoe, preventing the toes impacting the front of the shoe
- have a slip-resistant external sole and cushioning on the inside
- is cool in summer and warm in winter
- they allow 1cm from your longest toe to the front end of the shoe
- are wide and deep enough to allow your forefoot and toes to wriggle
- they should fit you straight away, with no need to "wear in".

AVOID SHOES THAT:



- press on your toes or nails
- have no heel counter (plastic insert behind heel) or an unsupportive one
- allow your foot to slide around inside, or your heel to slip out
- have a heel higher than 4.5cm or a heel thinner than your own foot's heel
- are too small or rub against your feet - can cause blisters, ulcers and skin thickening
- have hard soles that don't flex or a worn or smooth sole
- do not have a heel or an ankle strap or are too big – the toes have to work harder to hold the shoe on your foot and increases potential for falls
- are bought for you by someone else, no matter how well-meaning
- bend easily (you can fold them in half) – these don't support your feet.

SEE THE DIFFERENCE 8-WEEKS CAN MAKE



If you have had a recent set back, not feeling yourself lately, or find everyday tasks just a bit more challenging, Our Short-Term Restorative Care program could be just what the doctor ordered.

This program is a fantastic opportunity to help you improve your wellbeing. You'll stay healthy, active, connected to your community, and living independently. This program can be delivered in your own home, and is subsidised by the Federal Government.

WHAT'S IT ALL ABOUT?

Short Term Restorative Care is an eight week program designed to restore your health and wellbeing. A team of health professionals work with you and put a program of services in place to get you back to fighting fit. Services range from one-on-one allied health services, group exercise classes, yoga, hydrotherapy classes to personal care, nursing, transport, or simple technologies to assist you around your home and to connect with the community.

You'll be supported by your GP and other health professionals such as:

- dietitians
- occupational therapists
- psychologists
- physiotherapists
- exercise physiologists
- podiatrists

We believe that prevention is better than cure, so this is the ideal opportunity to act on health problems before they become serious.

"We are very excited about this new service" says Feros Care's Director of Health and Wellness, Kate Swanton. "It places our clients at the centre of their health decisions and provides the opportunity to prevent problems before they become really serious... Your STRC team will coordinate your Restorative Care Program – the only thing you need to focus on, is improving your wellbeing.

ARE YOU ELIGIBLE?

The government has guidelines around who is eligible to receive subsidised temporary care.

To be eligible you must:

- Be assessed by your local ACAT
- Not be on a home care package
- Not have been hospitalised in the last 3 months before the date of assessment
- Not living in a residential aged care facility.

If you are receiving veteran services, disability services through the National Disability Insurance Scheme (NDIS) or support at home through the Commonwealth Home Support Program (CHSP), you may still be eligible to receive short-term restorative care.



To find out if you are eligible for short-term restorative care services, call My Aged Care on 1800 200 422.

Find out more www.myagedcare.gov.au/short-term-restorative-care

SERVICE AREAS

Feros Care provides Short Term Restorative Care services in these regions:



Queensland:

West Moreton, Logan, Gold Coast, and Darling Downs.

Victoria:

Grampians.

If you live in another region, please contact My Aged Care for your local provider.



FEROS VILLAGE MOMENTS

INTERGENERATIONAL TOWN MURAL

It all started with an idea by local artist, Chloe Rowlands, to show the many tourists that visit what a fantastically creative and close knit community Bangalow is, and became an intergenerational art project.

“We had a fantastic workshop at Feros Village Bangalow, where we took a number of Bangalow Public School kids with us. Each child sat with a resident and cut out leaf shapes with them from clay. It was absolutely beautiful to watch them all working together, and the bonds forming. All involved got so much out of it,” said Chloe.

During the day, hundreds of leaves were cut before we repeated the project with Bangalow Community Children’s Centre. The leaves were fired in the studio before being taken back to the Community Centre for the children to glaze them.

The project continued with the rest of the mosaic being created by Bangalow Public School year 2, 3 and 4 and in general community workshops, where adults joined in the mosaicking fun.

Installation day came and what a nerve wracking day it was! Thankfully Wolf (a metal worker from Bangalow) had it planned to precision, and it was a joy to watch it go up and finally get to see it all together.

This amazing renewable art space involved dozens of locals from the Centre’s Centre all the way to aged care residents from Feros Care.



WE’VE ADOPTED A KID

Pets are welcomed residents within all our villages and play a significant role, bring spontaneity, enjoyment and companionship to many residents, staff and visitors.

When we say ‘pets’ most people assume little furry ones, however Feros Village Wommin Bay have just adopted a kid! Not your typical human variety but a six week old Australian Bush goat!

Two of the residents fell in love with her when she visited as part of the Old MacDonald Travelling Farm and talked Village Care Manager Deb Morrison into accepting her into the village menagerie.

“Look at that white spot on her nose and the big white patch on her forehead, we just must have her,” explained resident Jill Serone. “Dorothy and I both fell in love with her, we’ll take it in turns caring for her and feeding her milk in a bottle for the next five months.

“Deb will get us a harness and we’ll be able to take her (the goat) for walks to all the Cottages for everyone to cuddle and feed”.

SIX MONTH OLD LOLA RE-IGNITES ENERGY AND SPEECH AMONG PEOPLE LIVING WITH DEMENTIA

Morleen is 83 and living with dementia. She's one of Feros Care's residents at Bangalow Residential Village.

Morleen, like most people living with dementia, is often agitated and hard to understand. She appears to not be connected to what's happening around her, and is generally frustrated.

Recently Shelly Fletcher, Feros eHealth and Primary Care Manager, and her six month old baby Lola, have started making weekly visits to the Village.

Shelly said "As soon as Morleen sees Lola, her speech improves, her body is upright and she has an incredible maternal energy. Lola triggers fond memories for Morleen – probably as a mother and grandmother."

"I'm so pleased that Lola can spark such a noticeable change in people

like Morleen. And it's not just Morleen benefitting. Lola and I get a real kick out of visiting too. I'd encourage other families to visit – the Village is a non-judgemental, calm and interactive place that is baby friendly," said Shelly.

The change that a baby or child can make in a person who is living with dementia is very palpable. In many aged care homes (including Feros) doll therapy is used as a way of calming residents. The dolls weight is similar to an infant child and looks incredibly life-like.

Alzheimer's USA says that "a person with Alzheimer's and most other forms of dementia eventually hands over



control of their lives to others. The introduction of a doll into their daily life may restore that control by allowing them to feel responsible and useful once more."

"For a person who has raised or cared for children, loved and cuddled them, caring for a doll offers an ideal substitute that makes it possible to give of themselves, rather than only receive care and affection from others".



Witness the difference Lola makes to the life of Morleen by watching our video. <http://bit.ly/2waiiTm>

**** Clinical research demonstrating the benefits of doll therapy has done by American researchers Linda Buettner, and PhD, Suzanne Fitzsimmon.**

Apparently it didn't take too much convincing for Deb to say yes.

"The residents were so keen and wanted it so much, so how could I say no? The residents will take full ownership of it - nothing to worry about, and the staff will chip in too. It won't be a bother at all!

"The level of responsibility they all suddenly felt was amazing, they immediately went into planning mode," said Deb.

Sarah Marciano, Director Residential and Clinic Services said "We did our due diligence before saying yes. I googled the issues and found out the only one is that the goat will eat literally anything

that looks like plants (no worries we can deal with that); and oh yes, we also checked Tweed Council's website to ensure having her live here is within the council rules (it is!)."

The joy in the resident's eyes when the travelling farm (an alpaca, four lambs, three chickens and 15 goats) visited was just priceless. Jack didn't say a word (he doesn't speak) but he had the biggest smile the whole time. All the residents



interacted with all the animals, many had kids in their arms and bottle-fed them milk.

As Sarah said "you can't get more spontaneous than buying a goat!"



FEROS VILLAGE MOMENTS

VARIETY IS THE SPICE OF LIFE!

Feros Village Wommin Bay residents love a spicy curry and rice, Byron Bay residents prefer less spice and Bangalow residents prefer different vegetable and pasta over rice.

At Feros Care we believe increased choices have a positive impact for the lives of all seniors in residential villages. Our philosophy is that just because a senior has entered care, it doesn't mean they should lose all control over their life and their life decisions.

We operate on a 30 day seasonal menu. Before the change of menu, residents' feedback and comments are taken into account. The goal is to achieve a mix of old fashion favourites and some modern dishes - just like you would eat at home.

"We are all about creating a home environment (not a nursing home) and trying to create more freedom of choice in everyday life. We call this our 'hospitality model,'" said Rick Stewart, Hospitality Manager, Residential Services.

Fresh fruit and vegetables and local produce, and an extensive seasonal menu checked by a dietician, form part



of the program to ensure our residents eat well and healthily. All of our meals are prepared daily at each village. The aroma of fresh baked muffins or biscuits wafts through our dining rooms every morning.

Our residents come from an era where they grew many of their own vegetables and herbs – and they have the opportunity to do that at our villages too.

They also came from an era when they cooked all their own biscuits and cakes – every day we are cooking a fresh batch of cookies, scones or cakes – often from a residents' favourite recipe.

We have implemented edible gardens that residents manage themselves (IGrow) – it gives them more variety and challenges the restrictions and perceptions of aged care.

All our Chefs have worked with Maggie Beer, passionate advocate to improve food in aged care facilities, and all have the strong belief that healthy, nutritious,



Left Scott Falls, Bangalow Village and Todd Arnell, Byron Bay Village, recently attended the Maggie Beer Foundation aged care workshops. The focus was on local and fresh produce.

fresh food is what our residents deserve.

As Maggie said "Without the right nutrition, how do we get enough body mass and muscle mass to be active and to be able to engage in life instead of just existing?"

Scott Falls from the Bangalow Village can relate to this; he came from twenty-two years in the Defence Force where cooking nutritional, healthy meals was necessary to ensuring the fitness of soldiers seeing active service.

Scott said "it is so important to be out talking to residents and their families every day. At any moment, doctors' instructions about diet can change. Adaptability and flexibility are critical to providing great food for our residents."



Wommin Bay kitchen garden



Wommin Bay chef Tania Taylor harvesting basil grown by residents in the IGrow program



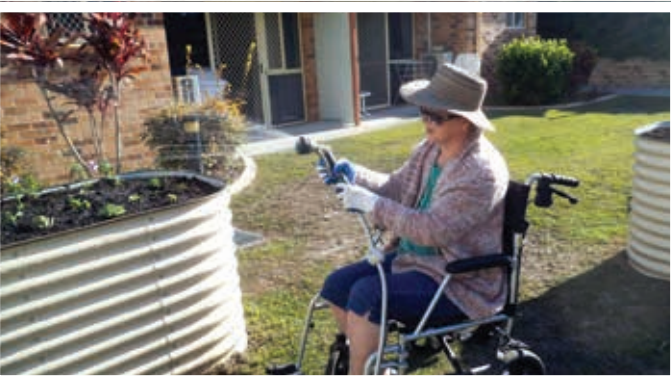
iGROW

Improved self-esteem, dexterity, balance and strength are being nurtured in Feros Care's Villages, where residents are reconnecting with their green fingers while others gain new skills.



Pat took a leadership role – bringing with her 90 years of gardening love and knowledge from growing award winning gardens at her home on Kingscliff Hill.

Preferring not to wear gloves, vision-impaired Julie, enjoys the sensory experience of running soil through her fingers and delicately handling seedlings. She commented how lovely it is to “feel all that”, now that her eye sight is dim.



Even those with dementia are actively participating and enjoying themselves in our interactive I-Grow program.



The program is empowering residents. Those with prior gardening knowledge are responsible for selecting vegetables, herbs, flowers and locations, according to season and environment. Others weed, water or plant while those who prefer to be less hands-on, keep records and label punnets.

Residents are given a watering can and spray bottle and can choose to raise seedlings in their bedroom, prior to garden planting. In fact, the whole residential village is involved. Kitchen staff save egg cartons for seed-raising and prepare organic salads from the vegetables grown by the residents; maintenance teams build garden beds with more able-bodied residents; and the Positive Living Team runs the weekly garden club.



Feros Physiotherapist Jennie Hewitt commented “I love the way that gardening is also “exercise in disguise” – our residents are reaching, balancing, and performing fine motor skills with both hands the whole time but just enjoying the time outdoors, the company and the feeling of creating something beautiful”.

GROW BOLD TATTOO COMPETITION WINNER

A very excited **Stanley Rosenberg** shows off his Grow Bold tattoo at the recent Cooly Rocks On (CRO) festival. He's pictured with his girlfriend Carla, carer Mardie (left), and a Feros Care staff photo-bomber behind. Stanley is the winner of the Grow Bold tattoo competition held by festival partner Feros Care and has scored himself a cool \$1000.

What's bold about Stanley? His dad says he busks by himself using a portable CD player every weekend at Gallery Walk, Mt Tamborine. Stanley attends the House With No Steps at Mudgeeraba and has gone to the CRO six times. Now that's bold!



BOLDVEMBER WINNER ON A HIGH

"That was fun, can we do it again?" exclaimed 90-year-old Audrey when she'd finished Fiji's adrenaline-pumping Giant Zipline, that takes those game enough, up a steep ascent, to fly through the trees 30 metres above the ground.

Audrey's daughter, **Lynne Watts**, entered the winning photo of her adventurous mum, into Feros Care's BoldVember Photo Competition, which was taken as she headed toward the latest and greatest ride of her lifetime. Lynne said, "I was terrified – she had a ball!"

Lynne's photo was the stand-out winner, from more than 100 photographs of awesome seniors living boldly, as they continue to debunk negative stereotypes about ageing. The amazing range of entries proves age is only a number and life has more to do with happiness and enjoying a range of experiences.

WITH BOLDVEMBER 2017 COMING UP LATER IN THE YEAR, KEEP THE CAMERA HANDY AND ENTER THIS YEAR'S PHOTO COMPETITION TO SHARE WHY IT'S GOOD TO GROW BOLD!

FEROS FLASHBACK WINNER

Feros invited people to share a photo of themselves, or their family, during the 50s and 60s era. **Heather Hickey** from Port Macquarie was this year's winner, sharing a 1964 photo of her, her brother and three sisters all wearing matching knitted jumpers. Heather is a regular at CRO and describes it as her "favourite festival".

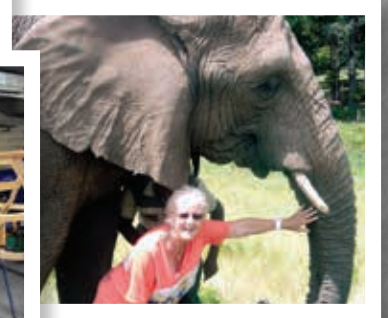


PHOTO HIGHLIGHTS

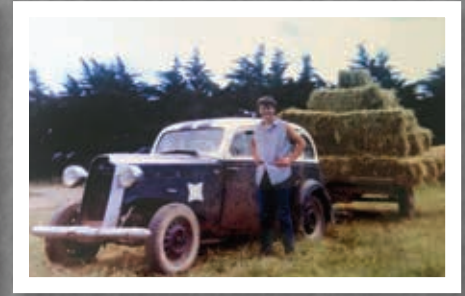
GROW BOLD TATTOO COMPETITION



BOLDVEMBER PHOTO COMPETITION



FEROS FLASHBACK COMPETITION



WANTED

FEROS HEROES WHO GROW BOLD, REGARDLESS OF AGE OR ABILITY

What is a Feros Hero?

Feros Heroes are ambassadors for growing bold, regardless of age or ability. They epitomise what it means to be a healthy role model and demonstrate how to make an active contribution to the community, no matter what life throws our way.

A Feros Hero is continually learning, embracing challenges, and encouraging their peers.

Feros Heroes are change agents of all ages and from all walks of life – all dedicated to partnering with Feros Care to break down stereotypes.

A Feros Hero engenders dignity and respects others, promotes a healthy lifestyle, empowers people to live the life they aspire to, engages and is actively involved in their community, and pursues adventures with enthusiasm.

Criteria for potential Feros Heroes:

- ✓ Made or is making significant achievements
- ✓ Challenges the stereotypes of age and ability
- ✓ Actively contributes to the community, enriching the lives of others
- ✓ Displays outstanding qualities and character traits
- ✓ Capable of motivating others and acting as a role model for others
- ✓ Demonstrates enthusiasm and willingness to engage media and create positive stories.

Feros Heroes Greg Tegart and Margaret Fisher won't be held back.

"I see challenges as opportunities, a chance to do something different."

Greg, a senior government advisor, says.

Tennis champion Margaret explains,

"I'm fitter now than I was in my 50s."

You just have to keep doing it!"

Are you Feros Hero material or know someone who would be an ideal ambassador?
Visit www.feroscare.com.au and complete the online Feros Hero nomination form.

BOARD MEMBER NEWS

WELCOME NEW CHAIR

Feros is fortunate to have exceptionally qualified past and present Directors including existing and former company directors, finance managers, Government executives, solicitors, hospital directors and business owners. All Directors live within the regions serviced by Feros Care and are committed to community development and improving aged and community services.

We would like to say a massive thank you to our most recent Chair, Terence Hand, who stepped aside at our AGM.

Taking the reins as Chair is **Allen Lind**, who has served on the board since November 2012. Allen brings extensive leadership and management skills, and his professional background includes senior management roles in the NSW Department of Education.

Allen said that “Through placing my own ageing family members into care, I’ve come to understand the importance of aged care, particularly the need for an emphasis on individuals and organisational structure”. He believes government health policies will provide more opportunities for Feros Care.

FEROS LIFE MEMBERS

Shirley Nelson OAM and **Keith Castle OAM** have been appointed by the Feros Care Board as Life Members whose commitment and services over several decades have been instrumental in contributing to the success of this organisation.

SHIRLEY NELSON

Shirley Nelson became involved at the very beginning of the Feros Care journey, but little did she know that would be the beginning of more than four decades of commitment to our organisation.

In 1976, as Matron of Byron Bay Hospital, Shirley was approached by George Feros, an iconic, visionary and enthusiastic fundraiser. He sought Shirley’s assistance to establish a nursing home for the elderly in Byron Bay and she took up the challenge with relish.

Shirley has given 41 years continuous service and passionate commitment to Feros Care and this is greatly valued. During this time, her roles included Chair for 19 years, Chair of Committees and as a Board member.

Shirley’s involvement in the initial establishment of Feros Care, her subsequent roles, and promotion of the values and culture of our organisation are recognised through her Life Membership.

KEITH CASTLE

Keith Castle joined the Feros Care journey more than two decades ago when he became a member and a Board Member in 1993. Who knew that his business background and knowledge of corporate operations would be so pivotal to Feros Care’s future growth?

Over the last 24 years, Keith’s roles have included Deputy Chair of the Feros Board from 1996 to 1998 and then Chair for a further 12 years. In 2003, during his term as Chair, Feros Care incorporated to a Limited Company. Keith was at the forefront in recognising and promoting the need for Feros Care to expand beyond residential care and venture into community home care. This was a significant milestone for Feros Care’s growth and is a major part of our business today.

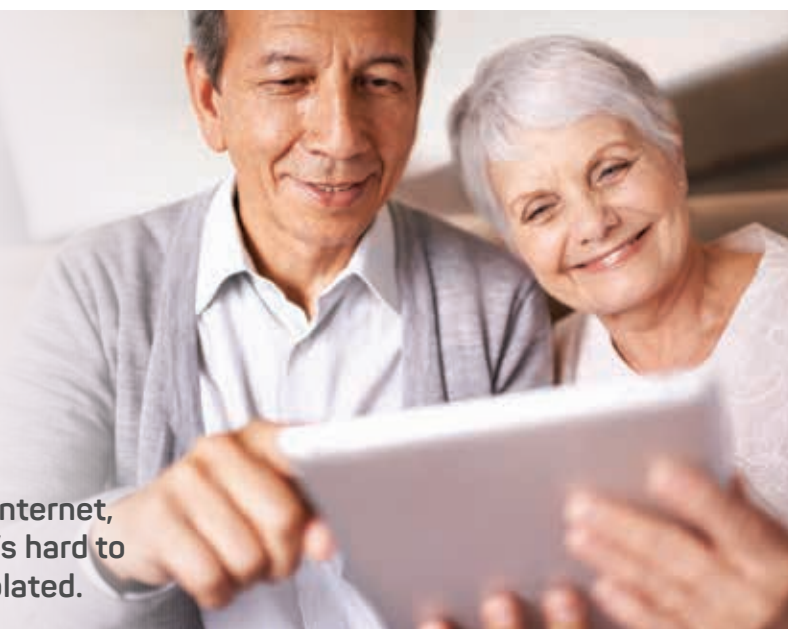
His business acumen, commitment and service to Feros Care for more than two decades has seen Feros Care’s business model broaden. This has resulted in the expansion of our services and growth. Keith’s dedication to our organisation is greatly valued by Feros Care and recognised through his Life Membership.



Shirley Nelson (left), Keith Castle (centre) with Feros Chair Allen Lind during the presentation of their Life Membership awards.

FEROS CARE TO ROLL OUT ITS VIRTUAL SENIORS GROUP

In a world where we have mobile phones, internet, computers, televisions and much more, it's hard to believe that people can feel lonely and isolated.



But in fact, in Australia, it is estimated that around 10 percent of people over 70¹ are socially isolated.

Recognising that not everyone is able to get out and about or they feel lonely and isolated, Feros Care is getting set to launch its Virtual Seniors Centre. Virtual Seniors Centre was piloted last year, and due to overwhelming feedback from participants will go live this August.

This revolutionary online service will provide people with a safe and easy-to-use technology platform, so they can connect and communicate with like-minded people.

This program is ideal for people who are less mobile and are housebound, carers who don't have the luxury of getting out often, and people with dementia.

The Virtual Seniors Centre program has received a grant from the Federal

Government, as part of its commitment to investing in technology to enable seniors to stay living safely in their own homes.

WHAT IS VIRTUAL SENIORS CENTRE?

Virtual Seniors Centre is for seniors and by seniors. It is an online live video platform, so its members can be part of group conversations and participate in live events. People connect with like-minded people and are able to choose from a smorgasbord of discussion groups, exercise classes, craft events, online games such as bingo, enjoy a cooking class, and much more.

Feedback from people who were part of the pilot program, was that they enjoyed meeting new friends, learning new technologies, engaging with Feros staff, and being part of a wide range of activities that they wouldn't normally take part in.

INCREASE YOUR FITNESS WHILE HAVING FUN

During the Virtual Seniors Centre pilot, four weeks of balance and falls prevention classes were conducted by one of our Feros Care physiotherapists. The sessions had six people enrolled. At the end of the four weeks, the participants had improved their mobility, strength and balance by an average of 15 percent!

VIRTUAL SENIORS CENTRE - COMING TO A COMPUTER NEAR YOU

Virtual Seniors Centre will be a safe, interactive online community that will be easy to use. It will connect seniors all across Australia so they can make new friends and learn new things. People wanting to get involved should call **1300 763 583** and or email **vsc@feroscare.com.au**

 To get involved call **1300 763 583** or email **vsc@feroscare.com.au**



MEET JOY ONE OF OUR VIRTUAL SENIOR CENTRE AMBASSADORS

Connect with Joy Conolly when you join Virtual seniors Centre. Joy was a finalist at this year's Aged and Community Services (ACSA) state awards, for volunteering her time and expertise to Feros Care's Virtual Senior Centre program.

A senior herself, Joy is proof that you can take on leadership role at any age. She went from being a participant to a leader, trainer, facilitator and recruiter of this program. She worked with other participants to show them how to get the most out of this program.

¹www.intouchliving.com.au/wp-content/uploads/2015/02/Social-Isolation_-_inTouch-Living-Whitepaper-v3.0.pdf



VIRTUALLY LENDING A HAND OR TWO

Sydney-based Jenny Pang knows the power that language and technology hold in the 21st century. She is one of Feros Care's 'virtual' volunteers who lends a helping hand (actually two hands, as she types), to Feros Care clients seeking friendly, interactive contact via email.

Jenny is actually on her way home from work when she feels it would be good to make contact with Margaret. While her client lives in Brisbane, she is on a train in Sydney's Inner West heading home from her full-time job. But, there's no need for Jenny to rush, as all she needs to do is open her bag and pull out her iPad.

As part of Feros Care's vibrant volunteer team since early 2016, Jenny said technology makes 'virtual' volunteering easy, as she sends Margaret, who is in her 80s, short emails 1-3 times a week.

"As I email by mobile or tablet, I do this wherever it's convenient, eg at home, on the train, in the office, or while on holiday in Cambodia or Hill End in central NSW," Jenny says.

Virtual volunteering may not suit everyone but it works for Jenny, who leads a busy life, and Margaret, who has had a stroke and prefers contact by email.

"Margaret's computer skills are quite good; and she's very interested in the internet," Jenny says. "It's good for those clients who are interested in computers and who want to have some friendly contact without it being intrusive."

Jenny says she finds it fascinating to try and work out how to provide a bit of social interaction for seniors

"I like the challenge, to pick up on clues between the lines, to keep the relationship growing."

Jenny says Margaret loves the photos she sends her when she's on holiday and believes sending more will be beneficial for their relationship. She describes volunteering via email as "a modern day pen friend concept" and predicts over time this type of volunteering will grow.

Why not join Jenny as a virtual volunteer and send emails, skype or call someone to provide fun, laughter and companionship today?



Contact our Community Volunteer Coordinator, Leah Sheldon on **1300 085 181**, volunteer@feroscare.com.au or visit www.feroscare.com.au/volunteering to find out more.



ENJOY LIFE WITH A MODERN DAY PENFRIEND

Remember when penpals were common practice just a couple of decades ago? We wrote to strangers from overseas who became new friends. Older people have spent much of their lives in an era when letter writing was an art form that has largely gone by the wayside, but was the main way to stay in contact over distance. While receiving letters was wonderful, it was often days and weeks between correspondence.

With the transition to emails, which are usually shorter, the modern 'letter' has its own merits. We can write an email at any time to stay in close touch with friends, family, carers and volunteers.

You can enhance your email contact by attaching photos and if you were a fan of lovely stationery and beautiful handwriting you can still get creative with fonts and background colours.

The benefits are the same as letter writing and you can read them anytime.

OUR SHINING SEVEN STARS



Feros Care not only talks the talk about the value of lifelong learning, but truly practices this value by investing in and developing our staff through internal programs such as Seven Star.

Seven Star is a three year, seven module commitment. It starts with organisational orientation and covers competency and regulatory requirements, with a focus on opportunities for personal, leadership and organisational cultural growth in our core values areas. Staff graduating from Seven Star also have the ability to qualify for a Certificate IV in Frontline Management.

Graduating class of 2016: (l-r) Eva Orell, Roz Sheldrick, Peg Webb, Jodie Cockerill, Kristen Eller and Rachel-Ann Robson

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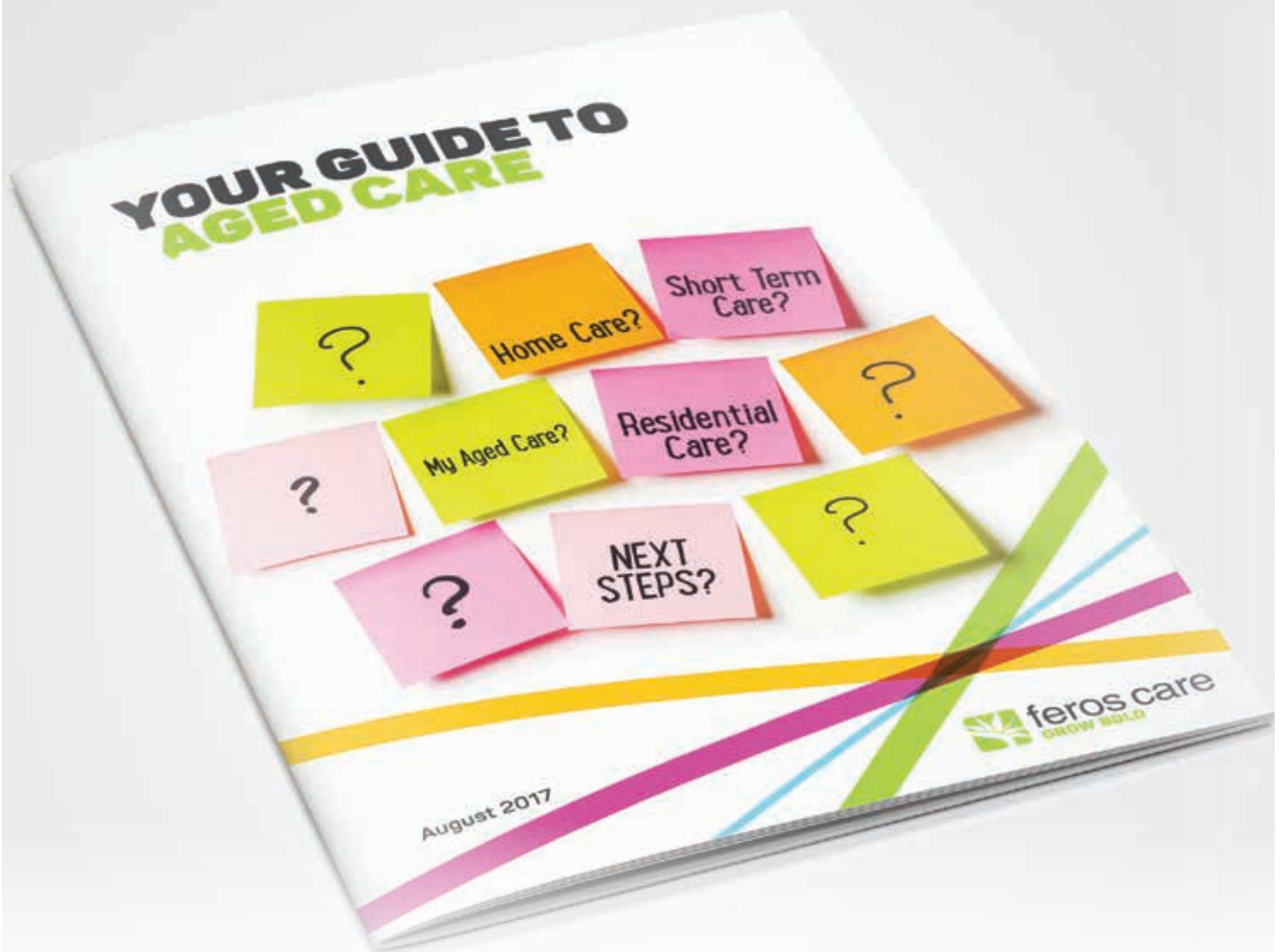
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 **feros care**
GROW BOLD

OUR NEW GUIDE ON HOW TO GET AGED CARE SERVICES

Working out how and what aged care services you need can be like navigating through a maze.



With so many Government funded programs available offering services from nursing, physiotherapy, podiatry, domestic and personal care, to shopping, meal preparation and pet care, it can be confusing working out just what you need.

That's why Feros Care has developed a comprehensive Aged Care Guide that details all the different government funded aged care programs, eligibility, and how to register for services. This guide will help you get started and get the support you need to live your life your way.



CALL FEROS CARE TODAY ON 1300 763 583
for your free copy of the **Guide to Aged Care.**

PEOPLE INVITED TO WRITE THEIR NEXT AT BYRON WRITERS

For the fifth year in a row, Feros was one of the main sponsors at this year's Byron Writers Festival. This year's theme was 'write your next chapter' and encouraging people to explore their next adventure in life.



CHAPTER FESTIVAL

WRITE YOUR NEXT CHAPTER



This year, Feros Care sponsored the book signing tent as well as hosting a marquee where festival sessions took place all weekend. The book signing tent had a massive whiteboard where authors wrote down their 'next chapter' for everyone to read.

One regular festival goer is Hugh Webster, 86 years young, and resident at Feros Village Byron Bay. Hugh has attended the festival for the past three years and said: "I just love it. It keeps my brain cells working!"



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www.feroscare.com.au/care

FER0462 06/17
*Subject to eligibility and income testing. Time and frequency of services depend on the Home Care Package level approved.



**ASK ME
MY AGE,
GO ON I
DARE YOU.**

**KAY MELHUIH,
KARATE TEACHER.**



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