



THE BEACON



MESSAGE FROM THE EXECUTIVE CHAIRMAN

Dear Friends,

Well, here we are nearing the end of the long and winding road of the year 2022 and another eventful journey it has been. We have certainly had some challenges to navigate but we have also been blessed with so many wonderful moments as a BallyCara community.

The Christmas and New Year season is certainly a time to recognise and celebrate all that we have to be thankful for, especially the wonderful relationships that we share across our community. It is really these relationships which make BallyCara so special. We thank you for fostering these relationships and being part of our community.

Always at this time of year I look back in awe and gratitude at the contribution made by our staff across all our service areas and regions, including of course those working behind the scenes. Their willingness to go over and above in an effort to provide the best for all people who use our services is remarkable and I express my gratitude, on behalf of our Board and Executive for their unwavering commitment and professionalism

especially in the face of challenges created beyond our control.

It is exciting to look forward to 2023 as it is the 40th year of "BallyCara"! We eagerly anticipate celebrating together and forging plans for our next 40 years and beyond. We'll communicate in the new year about some of the things we have planned as part of our anniversary commemorations.

On behalf of the BallyCara team, I sincerely wish you and your loved ones a joyous Christmas, hoping there is time for peace and happiness with people who are most important to you. As with each Christmas if there are any ways we can support you and your family enjoy this special time of year please do not hesitate to let us know – and be assured of confidentiality wherever required.

Finally we extend every best wish for the new year. There will be much to share and together I know we will make it a year to remember.

A Happy and Holy Christmas and a joyous new year to you,
Marcus

What's been happening around BallyCara?

Special shout out to our Wellness Client, Ron Wallace, who has completed over one year (365 days) straight of daily exercise!

He has used a combination of daily walking, stretching and strengthening exercises!

This is a huge achievement, Congratulations Ron!



Village Resident, Carmel, celebrated her birthday at the coffee bar!

Our very first Resident, Doug, moved into our brand-new Assisted Living Units in early November.

As you can see, he is comfortable and settling in well.





Our lovely Client, Julie from Scarborough enjoying a coffee with Caitlin, one of our delightful Support Workers, and our Chief Opportunity Officer, Paul.

"We had an amazing time at our final restaurant night of the year.

Residents enjoyed fabulous food and even better company. We will see you all again next year".

- The Village Team



All of our Residents had the opportunity to sign the Queen's condolence papers. The papers were collated and sent to the Prime Minister's office, and then on to Buckingham Palace to be archived by the Commonwealth. They will form part of a lasting record of Australia's close relationship with the Queen.



Our GC Client Elizabeth, was invited to Parliament House to join the 100+ Club Christmas lunch. She had the opportunity to meet the Premier and had a lovely time meeting other Centenarians. She turned 101 on the 8th of December.



Advance Care Planning

Have you thought about Advance Care Planning?

- Advance care planning enables you to make some decisions now about the health care you would or would not like to receive if you were to become seriously ill and unable to communicate your preferences or make treatment decisions. It also empowers you to have a say in how that care is delivered, when it may otherwise be hard for you to have a voice.
- Advance care planning asks you to think about, discuss and record your preferences or the types of care you would like to receive and the outcomes you would consider acceptable. It can put your mind at ease when thinking about the future, so you can spend more time in the present! It can also help your loved ones understand what you truly want, so you don't have to worry about not having the ability to voice it yourself.
- Everyone should consider advance care planning, regardless of your age or health. Ideally, you should start planning when you're healthy - before there's an urgent need for a plan.

For more information visit www.advancecareplanning.org.au, or **get in touch with BallyCara!**

Stay connected with us on Social Media!



@BallyCara

How 'Falls safe' is your home and garden?

Falls usually happen because of gradual changes to our bodies that make walking and moving more difficult, or they can be caused by hazards in and around the home.

We have put together a few images to show some of the hazards than can be found inside the home and a few hazards than can be found out in the garden / yard. Sometimes it can be the smallest thing that can lead to a fall (Hint: seed pods!)

How many of these hazards can you identify in the two pictures shown? As a guide there are at least 12 hazards in the house and at least 12 hazards in the garden.



There is also one key item that is often supplied as part of a Falls Program, although it isn't being worn in the first picture: Can you identify what this item maybe? And if you have one, are you wearing it now?

We have also included a couple of images and a checklist (on page 24) to show the room and garden with the hazards removed making the spaces much safer.

If you would like extra support in setting up your home environment, please contact BallyCara on 1300 272 222 and we can arrange an in home assessment.

BallyCara Carers' Auxiliary Christmas Fair

The BallyCara Carers' Auxiliary Christmas Fair was a great success. The Auxiliary raised just under \$5,000- their most successful Fair yet! They received nothing but positive feedback from shoppers. Cherie, a BallyCara Resident said it was, "One of the best ones I've ever been to. The girls were amazing!". A standout of the Fair was the Village Cookbook, put together by Village Resident Catherine. The shop coordinator, Val, said "Catherine's recipe book definitely boosted our takings, she did a magnificent job collecting all the recipes". All of the money raised from the Fair is going straight to our Sunnyside and Hibernian Villas. We are so incredibly grateful for everything the Carers' Auxiliary does for our Village. Congratulations to everyone involved on another fantastic Fair!!



The Village cook book, curated by Village Resident Catherine, was a huge success at the Christmas Fair! Recipes from all around the Village were submitted for us all to enjoy. Below is a yummy scones recipe from the book. If you missed out at the Christmas fair, you can still purchase your copy at the Carers' Auxiliary Gift Shop.

Scones

Ingredients:

- 2 Cups S.R flour
- Pinch of Salt
- 1 dstspn icing sugar (optional)
- 4 Tablespoons vegetable oil (I use Rice Bran Oil)
- 1 egg
- About 3/4 cup buttermilk

Method:

- Heat oven to HOT (230C)
- Mix all ingredients together to make a stiff scone dough.
- Bash dough hard on bench adding more flour as needed to stop it sticking, for 3-5 minutes.
- Roll dough out 1-2cm thick, cut scones out with cutter.
- Place on greased tray just touching.
- Glaze with egg and water mixed together (I freeze leftover glaze for the next batch).
- Bake 10-12 minutes.



Makes 10-12 scones. This recipe can be used for sweet fruit scones, date, cheese and chive. Etc. **Ruth Briggs**

A note from Catherine: "On behalf of all who sent in recipes or encouraged others to be involved in producing our recipe book, I wish to acknowledge and thank the following people on their sterling effort for completing this in time".

Ruth - Our Creative lady who encouraged the idea and supported it all the way and also typed many, many recipes etc.

Jane - Our Communications Officer who collected, typed and accepted with her beautiful smile many changes along the way.

Rachael - Our Health and Wellness Coordinator who in the last 24 hours helped complete the work to present for sale at the Christmas Fair.

Fleur - Our Customer Relations Officer who helped in the last phase of the project.

Reforms updates

Over the next few editions of the Beacon, we have chosen to dedicate time to sharing information regarding reforms that are taking place across the aged care sector. You'll be glad to learn that we will not cover the whole reform agenda in one edition.

The changes will have an impact on older people using services, their families and BallyCara as a provider of services.

A key intent behind the changes that will take place over the next couple of years is for there to be greater accountability and transparency across the sector.

In December 2022, a Star Rating System will be introduced for Residential Aged Care Facilities (RACF).

Star Ratings help you compare the quality of aged care homes using the 'Find a provider' tool on the My Aged Care website.

What are Star Ratings?

All aged care homes receive an overall Star Rating and a rating against four sub-categories:

- Residents' Experience – aged care residents are interviewed about their overall experience of their aged care home. Residents' Experience makes up 33 per cent of the overall Star Rating.
- Compliance – regulatory decisions by the Aged Care Quality and Safety Commission including compliance with the Aged Care Quality Standards. Compliance makes up 30 per cent of the overall Star Rating.
- Staffing – the amount of care received from a registered nurse, enrolled nurse, or personal care worker to each resident in an aged care home compared to the average care targets set by the Australian Government. Staffing makes up 22 per cent of the overall Star Rating.
- Quality Measures – information about five crucial areas of care: falls and major injury, unplanned weight loss, pressure injuries, medication management and the use of physical restraint. Quality Measures makes up 15 per cent of the overall Star Rating.



What do the stars mean?

Aged care homes receive Star Ratings between 1 and 5 stars.

- 1 star – 'significant improvement needed'
- 2 stars – 'improvement needed'
- 3 stars – an 'acceptable' quality of care
- 4 stars – a 'good' quality of care
- 5 stars – an 'excellent' quality of care

In October 2022 requirements regarding '**Care Minutes**' in RACF have been introduced.

All providers of RACF will have to meet care minute requirements. They will vary between providers and will depend on the assessed care needs of each person in each facility.

The initial care minutes requirements have been set at a **sector wide average** of 200 minutes per day, inclusive of 40 minutes of Registered Nurse time. This commenced in October 2022. It becomes mandatory from October 2023. Each RACF must report its performance.

It is **important to note** that the 200 minutes are the average for the sector. A new assessment/funding model commenced nationally, the Australian National Aged Care Classification (AN-ACC). Under this model each aged care resident will be assigned an AN-ACC classes (there are differences between permanent and respite residents). The assessments are independent of the provider. The assessment outcome determines the funding the provider will receive to meet the resident's care needs.

Whilst the target of 200 minutes is an 'average' across the sector – in practice each RACF will have its own care minute target reflecting the AN-ACC case mix of residents in each facility. For example, a facility with residents with mainly high needs will have a higher average care minute target, than a facility with residents with mainly lower needs.

From 1 January 2023 in Queensland Voluntary Assisted Dying (VAD) Legislation, which was passed in September 2021, is becoming available for people as an end-of-life care option. It is already available in Victoria. BallyCara's approach and how we meet our legal obligations can be located on the BallyCara website under the end-of-life care section.

Sharon Blackburn CBE
Executive Director
BallyCara Ltd

Support Worker honoured to be part of Client's family tradition!



The below words are from BallyCara Support Worker Claudette, located in Melbourne -

"I was very honoured today to be asked to take part in Jill & Neil's family tradition of giving one stir of the family Christmas pudding. I just had to take a photo.

It's moments like these that makes work not work. I love my job and especially my Client's who make me feel so special.

I only hope I'll get to have a piece of the pudding"

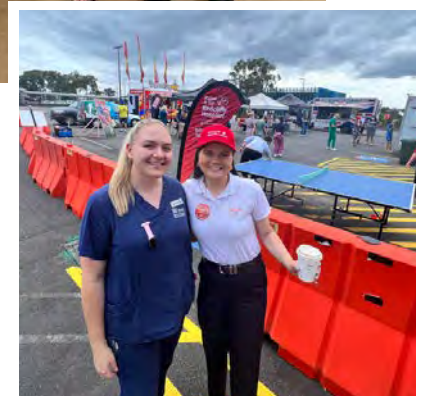
Raise it for Redcliffe Hospital

We were honoured to be an Impact Partner for the 2022 Raise it for Redcliffe Hospital Giving Day. Our Executive Director, Sharon Blackburn CBE and our Engagement and Development Manager, Tanya Grimward, enjoyed attending the opening ceremony at the hospital, followed by a tour of where the action was happening for the day.

Three of our incredible Residents, Sue, Paula and Arthur, were on the phones from 12 pm - 2 pm helping raise money. Marcus Riley, our Executive Chairman, joined 99.7 Bridge FM live on the radio to talk about BallyCara and to support the Raise it For Redcliffe Hospital celebrations!

The day raised an incredible \$224,553 to support health research and better health for all.

Thank you to everyone in our BallyCara community who supported the day and helped contribute to life-changing work.



BallyCara x Dolphins NRL



The Dolphins have formed a natural partnership with fellow local institution BallyCara as they prepare for their entry to the NRL.

Like the Dolphins, BallyCara has been a mainstay of the community on the Redcliffe Peninsula. Based at their spiritual home at Scarborough just north of the Dolphins' base at Kayo Stadium, BallyCara is a leading provider of health, wellness, care and accommodation services for older Australians.

Executive Chairman of BallyCara, Marcus Riley, said the organisation had been long-time servants to the local area – just like the Dolphins.

“The Dolphins and BallyCara share a region, our place of origin and our proud histories of serving the communities of our region,” said Riley.

“We have shared a great relationship for decades and now form a partnership which will further enhance what we do for our communities.

We congratulate the Dolphins on being awarded the NRL license and for their willingness to partner with us to undertake a range of campaigns and initiatives to inspire healthy and happy living for more people across Moreton Bay, Brisbane and beyond.

“We are excited to be working with the Dolphins organisation and to support their success on and, importantly, off, the field in the years ahead.

Dolphins' chief executive Terry Reader said BallyCara had shared values with the Dolphins.

“Just like the Dolphins, Ballycara has been a constant in the community around the peninsula and in the Moreton Bay region for decades,” said Reader.

“When the Dolphins won the license to become the 17th team in the region, BallyCara was one of the very first groups to reach out to discuss forming a partnership.

“I am certain that through this relationship our two organisations can continue to provide positive impacts on communities in the local area.”



Melb team visiting our Village!

Our leadership team from Melbourne visited our Scarborough site/Village and connected with their Queensland peers in person - some for the first time due to the years of Covid restrictions.

The team undertook professional development in strengthening how we support older Australians to live healthy, happy lives.



Christmas parties!

The festive spirit has been felt all over BallyCara! We had Client Christmas parties from as south as Melbourne to as North as Bribie Island! Please enjoy some happy snaps from the festivities!

Logan



Peninsula



The Village



Caboolture



Bribie



BNE North



Gold Coast



Melbourne



Our incredible Village Residents, Barry and Frances, attended all of our Queensland Christmas parties as Santa and Mrs Claus. We are so grateful for the festive cheer they brought to every party. They truly embodied the Christmas spirit and left big smiles and Christmas magic with each guest.



Strike a pose, Vogue!

To celebrate Queensland Seniors Month, the Residents and Staff in our Sunnyside and Hibernian Villas had a Vogue photo shoot! It was a fun morning capturing everyone's best Vogue pose, and the covers all look incredible! Please enjoy viewing all of our Vogue cover stars!





Appreciation for Village Resident, Ann

It was time to present Ann with some flowers and chocolates of appreciation, Ann does so much for our Residents and staff in the Village. We really appreciate her kind gestures of creativity, kindness, and care towards the Residents.

The little gifts she presents to staff mean so much to them all. Since the passing of her husband, Ann continues to support and give valued time to the Residents within Hibernian Villa. Ann has so many difficult days due to her health condition however always gets up with a smile and a plan for her day. Thank you again Ann, we appreciate you so much.





Experts by Experience

Are looking for new members to join the group from:

Gold Coast



Melbourne



Brisbane North



The Experts by Experience consumer group, or EbE for short, 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.

The group meets 4 times a year to discuss a variety of topics. Their feedback goes unfiltered to the Board, Executive Chairman, Executive Team and Management Team for their consideration.

For those who can't make meetings in person here at Scarborough (for instance, you might be in Melbourne!), that is okay – we have different ways that we can support you to take part.

To ensure we have consumer representation from all our service areas, spots on the group are filled by invitation only.

Express your interest in joining, so that we know you would like to be considered

-
Email: feedback@ballycara.com

(Or let a staff member know, so they can email on your behalf)



the
Experts by Experience
wish you all
a

**Merry
Christmas
and
Happy New
Year**



Staff Reward & Recognition Scheme

*** Winners

Our second round of winners for our Staff Reward & Recognition scheme has been awarded!

The judging panel, a mix of Residents, Clients and staff members, read through 108 Form of Hopes to nail down the five winners.

All five winners live our Sona® Values, and we are incredibly fortunate to have them on our team.

Deborah- Support Worker Making a real difference in your clients life. He was initially very reluctant to have someone in his home to help him but now he said he looks forward to your visits and said that the support and company (laughs) you provide when you are there is so beneficial to his day to day living and long overdue tasks he's been wanting to tackle. He was telling me how you helped him sort his wardrobe at the last visit and how much fun you made it. We are so lucky to have you on the BallyCara team.

Wendy- Customer Service Officer I wanted to take this moment to thank you for the wonderful support and dedication to not only me personally but to our entire BallyCara team. The many compliments from my clients is a true reflection on how amazing you really are! Your caring, patient, and empathetic nature shines through in every phone call you take and every email you write. You were born for this job and our industry has recruited a shining star! Thank you for being you.



Jennifer Madden – Village Officer Day after day, Jennifer comes into work and finds solutions to things that come up. I know when I come into work and see Jennifer behind the desk, that it'll be a good day. That the team will work well, she's the foundation, the front face for the village. Can we show some appreciation and gratitude for Jennifer's efforts day in and day out. Every day that runs smoothly, largely comes down to the efforts that go unseen, Jen pilots the ship. She lives and breathes the Sona values. Thank you, Jennifer.

Wendy – AIN I love watching Wendy interacting with our Residents, especially those who need just that little bit more time, understanding, patience, gentleness & empathy. Wendy was also wonderful while on her suitable duties, always initiating things that she was able to do, and being a great help to all care & lifestyle staff. Well done Wendy, you are a champ!



Alex - Exercise Physiologist I attend the Gym once a week, and the person I see is Alex. He is the most caring person I have ever had in the Gym. Alex goes the extra step to explain to me everything I am doing and how it helps my body and my particular needs. I have been going to the Gym for a number of years with not a lot of change but since I have been with Alex there has been many changes to my personal health and mobility, he never treats me like "a little old lady"... which realistically I am. I am treated very respectfully and encouraged to do that bit extra every week. Up until Alex came, I used to drive from the 600's to the Gym but now I only drive if it rains. I used to go through the same routine each week but now it is always changing, and Alex always asks how I am and listens and if I am having a problem in a particular area then that is what he gets me to work on. Many other Residents who go to Alex have the same experience as me. We all think he is wonderful and really gives 150% and shows he really cares.

Melbourne Cup Day celebrations all around BallyCara!

The Village Team hosted their annual Melbourne Cup Day lunch! The food looked and tasted incredible, we had some lucky raffle winners, and the room was filled with happy chatter.

Meanwhile, in ResCare, a fun morning was had with a morning tea, beautiful Melbourne Cup outfits, and even horse races! The Residents were able to bet on what jockey staff member would win!

At our Caras' and Co location in Woolloowin, the Invigorate group looked positively stunning in their Melbourne Cup fashion show!

Our Melbourne team also celebrated with food, bubbles and their best frock!





Answer sheet to Living room and outdoor falls hazards:

1. Phone Cords and Charging Cables: Making sure cords don't run across any access points reduces the risk of tripping on these.
2. Cups and Plates: These should be removed from the floor so we don't trip on them. Also ensure that cups/ hot drinks are not near the edge of a work surface to reduce the risk of them falling off.
3. Rugs and mats. These can potentially be a trip hazard. Make sure they are non slip and don't have the edges curling up as these are a potential trip hazard. If in doubt, remove any rugs that you may risk tripping/ slipping on.
4. Remove any items off the stairs
5. Pet bowls and toys. Ensure these are put away.
6. Bags. Ensure these are out of the way and the handles are not in a place you can trip on.
7. Any other loose items on the floor, for example, old newspapers, magazines, shoes, etc.
8. Falls alarm: should be worn so as to alert services if you have a fall.
9. Ensure you are wearing your correct glasses. If using multi-focal lenses be careful on stairs ensuring you are looking down correctly, & remove reading glasses when up & about!
10. Seed pods and leaves. These are so easy to slip on, ensure any fallen seed pods or leaves have been removed.
11. Hose pipe. When not in use, coil the hose pipe away. There are wall brackets that are made just for this.
12. Hand rails. Check that hand rails are secure and safe for use.
13. Over hanging branches/ tree limbs. Arrange to have any low, over hanging tree limbs/ branches removed which may be a risk.
14. Home maintenance. Check if any tiles, boards or home maintenance is required. This can include removal of wasp nests.
15. Garden equipment and Tools. Ensure all equipment is put away after use to avoid tripping.
16. Plants growing over the pathway. Trim back any plants that are growing over the path and arrange for repairs of any broken pathways.
17. Pets. We love them, but don't let them get under your feet! Check out your furry friends favourite hole digging spot and fill them in. Also clean up after them if they have left you a little something!
18. Mailbox. Check the access is clear and that it is at a suitable height for you to check. Fix any broken or wobbly posts.
19. Regularly ensure the grass is mown to avoid it getting too long.
20. Feel free to jot down any other issues you identify. You may have something specific in your home or garden that you feel needs addressing.

Fill in a **Form of Hope** to thank any staff member ♡

You can fill out as many as you like for:

★ whoever you like ★ when you like

★ as many times as you like

(there are no limits!)



Every **Form of Hope** written for eligible staff becomes their nomination

for the ★ **Staff Reward** and **Recognition Scheme** ★

★ 5x Winning Staff

★ Drawn 3x per year



★ Each winner receives a \$250.00 Voucher for being a Shining Star



Form of Hope

For anyone who wants to thank a Staff Member

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

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

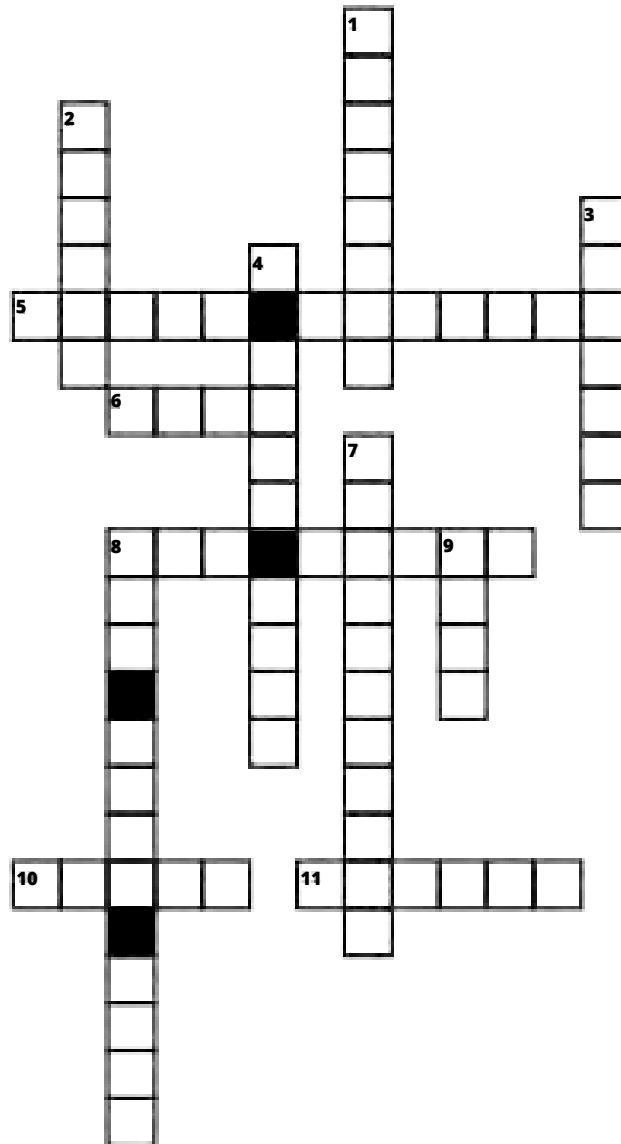
Their role/area/region they work in (if known): _____

I would like to thank you for...

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

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

Summer crossword



Down:

1. Santa is also known as Saint 'what'?
2. What season is Christmas in, in Australia?
3. Who has a red nose?
4. According to a popular Christmas song what was the partridge in?
7. What BallyCara location is closet to the North Pole?
8. Who makes beautiful nativity scenes in the BallyCara Village?
9. What do you do under a mistletoe?

Across:

5. How do you say Merry Christmas in Spanish?
6. Elvis isn't going to have a white Christmas this year, he is going to have a 'what' Christmas?
8. Who played six different roles in the Polar Express?
10. Who was born on Christmas day?
11. A popular Christmas drink?



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

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

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

Introducing Assisted Living at BallyCara!

Independent, community living with a little extra support.

At our Village Centre – the heart of Village living.

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



Choose the lifestyle you've always dreamed of

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

www.ballycara.com



1300 272 222 www.ballycara.com

Inspiring healthy & happy living