

THE BEACON

WINTER EDITION



**Pictured
Residents
Then Vs Now**

Vale Paul Johnson

With immense sadness we recently farewelled our dear colleague and close friend, Paul Johnson, following his inspirational battle with illness, but it is with tremendous gratitude and pride we acknowledge his amazing contribution to the BallyCara community, the aged care industry and beyond.

Paul was a leader. Through his actions, his words and his vision. Across the 10+ years he spent at BallyCara Paul was a senior leader in our organisation driving BallyCara's growth and seeing thousands more people impacted by our services. Our mantra is to inspire healthy and happy living, a purpose that Paul was so wonderfully committed to. He had a genuine commitment for us to impact profoundly on people's lives because he believed that people's lives could be made better irrespective of someone's age or health status. This commitment led to many significant accomplishments including the positioning of health and wellness as core to all we do, taking BallyCara to new regions and helping us earn a fantastic reputation nationally and indeed internationally.

Through his dedication, creativity and intelligence Paul impacted significantly on his colleagues, the industry that we are a part of but also the wider community and people of all age groups.

BallyCara suited Paul and Paul suited BallyCara. BallyCara is all about people and relationships. That was Paul's focus too. Giving people time, understanding them and knowing what was important to them. Building relationships.

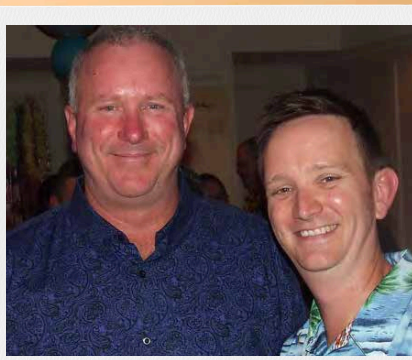
He had unique capabilities in terms of how he engaged with people and how he could work with people. He could be both practical and aspirational at the same time.

Paul leaves an incredible legacy through his work at BallyCara and elsewhere. Not just for what he did but rather the way he did it. His passion, vision and dedication will continue to be a source of influence for us all. Indeed, we will formally honour his legacy in appropriate ways into the future.

Paul, thank you for your friendship, leadership and inspiration.

Vale Paul Johnson





International Men's Health Week

Dear Friends,

As we step into the cooler months of the year this is an opportune time to make sure we are looking after ourselves both physically and mentally. It is good to be aware that with the colder weather there is a risk we may



hibernate from the cold and become less active physically and socially. With that in mind, it is the 30th anniversary of International Men's Health Week (running from 10th-16th June); an initiative started as a way for men to feel more comfortable talking about their health, taking away the stigma that men so often face to 'be strong' and 'toughen up', being proactive about addressing and managing their health and receiving the all-important health checks.

Regular health checks are vital for staying on top of potential issues and promoting overall well-being. Early detection is key for many diseases that affect men, and routine checkups provide the opportunity to identify problems before they progress. Conditions like heart disease, prostate cancer, and diabetes can develop silently without obvious symptoms in their early stages. Screenings like blood pressure checks, cholesterol tests, and prostate examinations allow doctors to catch these diseases early, when treatment is most effective. Early intervention can significantly improve outcomes and prevent complications, allowing men to live longer, healthier, and happier lives.

Health checks aren't just about identifying problems; they're also a chance to discuss preventative measures and lifestyle choices. Doctors can offer guidance on diet, exercise, and managing stress, all of which contribute significantly to your health. They can also address any specific concerns you might have and provide personalised advice based on your family history and risk factors. This open communication empowers men to take control of their health and make informed decisions about their well-being.

Regular health checks don't need to be daunting or time-consuming. Most doctors recommend yearly checkups for men over 40, with more frequent screenings for certain conditions based on individual needs.

Friends, wives, girlfriends and mates all have a role to play here too – to remind, prompt, direct your beloved male to get proactive and get his health check.

Of course, this advice applies to everyone, no matter your gender or age!

Best Wishes,
Marcus



Be Asthma Aware this Winter

Asthma is a chronic but manageable condition affecting the upper airways, causing them to constrict and inflame, which can lead to breathing difficulties and, in severe cases, death. During an asthma attack, individuals may feel like they're breathing through a very narrow tube.

Recognising Triggers and Symptoms

Asthma attacks can be triggered by various factors, including:

- Respiratory infections like colds and flu
- Smoke from fires or cigarettes
- Allergies or hay fever
- Strong scents or sprays
- Weather changes
- Cleaning products or chemicals
- Stress or emotional distress
- Mould, dust, or pet dander
- Physical Exercise



Symptoms of an asthma attack include wheezing, severe shortness of breath, coughing, and lethargy. Most people with asthma carry medication to relieve these symptoms. If an asthmatic person is unable to use their medication, or if you're unsure how to help, call emergency services immediately.

Managing Asthma

BallyCara's Physiotherapists and Exercise Physiologists are trained to assist during asthma attacks, flare-ups, and in creating asthma management plans. They also help with other respiratory conditions through tailored exercise and breathing strategies.

Medication is a crucial part of managing asthma. Typically diagnosed in childhood, asthmatics work with healthcare teams to find the most suitable medication, often delivered via an inhaler. Correct usage is essential, and having an emergency action plan is vital.

Seeking Help

If you're struggling to manage your asthma, consult your GP for an updated management plan. Additional resources are available from BallyCara Wellness and reputable organisations such as Asthma Australia (www.asthma.org.au) and the National Asthma Council Australia (www.nationalasthma.org.au).

Celebrating Volunteer Week

In May we celebrated National Volunteer Week & gave thanks to those that volunteer their time to us in various areas of BallyCara.

BallyCara's mission to serve communities and its core principle of "Everyone Matters" wouldn't be nearly as impactful without the dedication of its volunteers. These remarkable individuals support our staff to enrich the lives of our Residents, Clients, and their families and friends. The connections that blossom between volunteers and the BallyCara community are a testament to the power of shared purpose. Volunteers develop meaningful relationships not only with the organisation but also with the individuals they interact with. These bonds foster a sense of belonging, support, and community – a vital element for the well-being of everyone involved. Volunteers often find a sense of fulfillment and purpose by giving back, while Residents and Clients benefit from the companionship, support, and enriched experiences volunteers provide.



One of our Volunteers, Carole, has been visiting BallyCara for 9 years. Every Monday she dedicates a few hours of her time to be with our Residential Care Residents, sharing stories, enjoying their company and brightening their day.

“It really is a privilege to be in the life of a person as they get to this stage in their lives, and to let them know that they seen and heard and cared about”.

Carole advised us while chatting about her time volunteering with us.

Carole was kind enough to share a memoir she wrote during her first year of volunteering with us and has given permission for us to share one of her entries which we have shared on the following page.





Regarding our Elders With New Eyes

A Journey of Discovery 2015

Written by Volunteer Carole Garven

August 24, 2015



Dear Village of Friends,

"Stormy Weather" ... "Night and Day" ... "A Fine Romance" ...

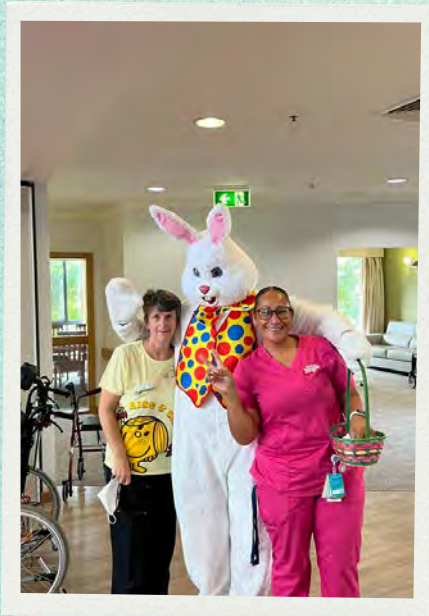
"Every Time We Say Goodbye" ... recognise those song titles? Of course you do. They are a few signature tunes from a great period of musical history. And what a joy to walk through your doors this morning and hear Shirley at the piano playing them. Fingers floating and flying over the keyboard and creating an atmosphere so beautifully evocative of that era.

Tapping fingers, tapping toes - or simply sitting, eyes closed and taking it all in, I believe there is value in allowing the music to envelop us ... sometimes our memory providing the lyrics, sometimes not. The point, it seems to me, is simply to be with the music in a way that takes us beyond our problems and worries, our sadness, our losses, our disappointments, all those harsher realities of our world. Transported for a few moments at least to one where there is only the soothing sound of a song that magically by-passes all else and goes straight to the heart of our being. It seemed particularly apt that Robert should arrive during such a concert as this morning's. His devotion to Betty is music itself. Any one of those tunes by Gershwin or Porter or Berlin could be their song. And what a gift to us all to witness such devotion, despite the no-doubt heart-breaking realities of an illness that would try to undermine it.

Inspired, I left BallyCara grateful for such songs as I'd just heard, and heartened by how they've endured. Like a certain remarkable couple.

Here's to Robert and Betty, their very fine romance, and their love - which is clearly here to stay.

And With My Own,



Easter and St Patrick's Day Fun!



Mother's Day 2024



Our Residential Care Residents, Village Residents and Invigorate Group were all treated to wonderful Mother's Day Events in May



“
A Mother is like a flower, each one is beautiful and unique.”





Experts by Experience (EbE)

A Chat with a Past Member: Lee from Caboolture Region

In your words, what do the Experts by Experience do?

The 'Experts by Experience' group provide a collective think tank to improve a myriad of problems that plague us all as we move through the senior years of our lives. All of us are usually able bodied and retain a youthful energy and sense of purpose for almost 3/4 of our entire life span. The sinister 'creep' of the ageing process can impact us sometimes quite suddenly. Then the struggle to get to the 'finishing line' of our allotted years can impact our lives to a point where the quality of our lives rapidly declines. A simple meeting of mature age folk can often provide a platform to pool ideas to support and sustain that elusive quality we all seek.

Why do you think the Experts by Experience matters?

The ideas, resources and often genuine 'light bulb' moments that can be produced by a group of seniors is invaluable. Experience is the key. It's the 'key' that can unlock some amazing ideas with which to enhance not only the group's daily lives but society in general.

What did you enjoy the most about being on the Experts by Experience?

My experience as a member of the EbE group was a stimulating journey into areas of my own mind that had previously remained untapped. During each meeting I was genuinely surprised how much wisdom seemed to bob to the surface during conversations about diverse subjects. I surprised myself!!

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

If I was encouraging participation into the EbE experience I believe the above statements speak for themselves.








Information about Experts by Experience (EbE)

The Experts by Experience consumer group (EbE) 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 is made up of consumers from our different service types and regions.

It is called the 'Experts by Experience' group because each member's personal experience of using our services makes them the 'expert' of their experience.

The EbE's purpose is to have a broad consumer focus, which makes it different from other ways that BallyCara seeks feedback. The group use their own experiences and perspectives to explore the agenda topics. Through discussion they uncover shared experiences and broad consumer impacts, voice what they feel is important to consumers, and share ideas about how to improve what we do. The insights from the EbE help us to learn, grow and develop our understanding.

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

Because we aim to have representation from all service types (Home Care, Residential Care, Village and Wellness) and regions (Brisbane North, Cabool, Gold Coast, Logan, Melbourne, and Scarborough), spots on the group are limited and filled by invitation only. If you're interested in becoming a member but there are no vacant spots, Ruth will put you down on a waitlist and let you know if a spot becomes available.

You can let Ruth know you're interested in becoming a member, or ask for more information by sending an email to: feedback@ballycara.com

Or, you can ask a staff member to pass a message on to Ruth for you.



Brisbane North

Our Invigorate Group enjoyed some lovely outings! Here are some snaps of the group enjoying morning tea at Dalkeith Park Woolloowin opposite the Caras' & Co Office!



Gold Coast

Our Wellness team recently hosted students doing placement from QUT. Exercise Physiologist Student Talei had the opportunity to assist our team with sessions with our wonderful wellness clients. She is pictured assisting on a 1:1 session helping our client to strengthen their shoulders all while getting a dose of Vitamin D!



CONTENT CALL!

Did you spot the front page "Then & Now" Shots? We would love you to send us yours!

Please forward your Then & Now pictures to social@ballycara.com & you may be featured in Spring Beacon!

Logan

Works have started on the fit out of our new Caras' & Co Logan Office, located at 42-48 Bourke St, Waterford West.

This new office will provide a larger space for our staff and open us up to bringing new services to the region!

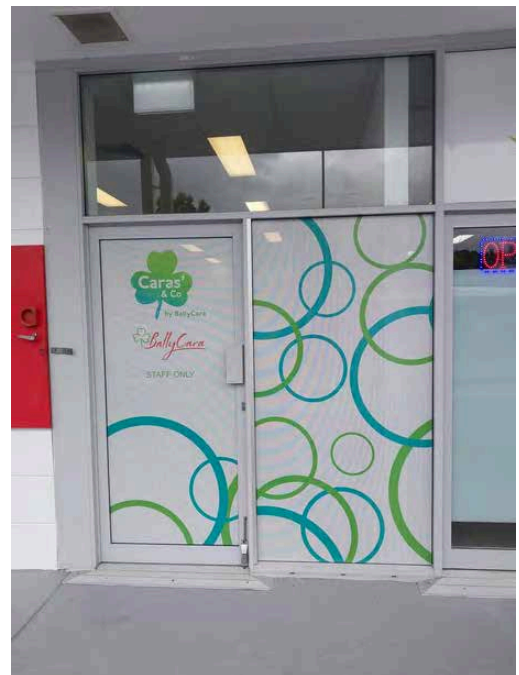
We look forward to being able to provide the following services at the new location:

- Exercise Physiology
- Physiotherapy
- Nursing
- Social Work

If these services are of interest to you, please reach out to our friendly team by contacting 1300 272 222 or emailing info@ballycara.com.

We look forward to bringing you further updates on this new location and announcing the official opening date soon.

Here is a sneak peek of the new location!



Melbourne

We have moved!

Our Melbourne team have officially moved into their new office! This new office will allow us to accommodate the growing team and offer YOU more services!

We are looking forward to expanding our services to now offer:

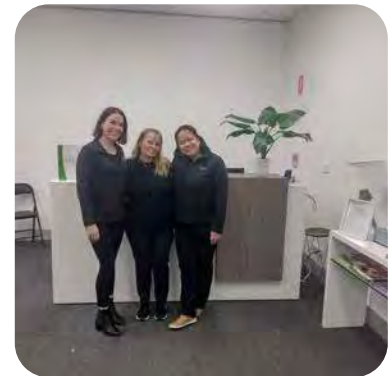
- Occupational Therapy
- Physiotherapy
- Nursing

If you would like to learn more about these NEW services chat to our friendly team!

Call 1300 272 222 or email info@ballycara.com

New Address

Uni Hill Town Centre
Level 1, Suite 106
Janefield Dr,
Bundoora VIC 3083



Melbourne Client Ray visited the office with some special easter treats for the team and gifted them some of his art work. Ray attends an arts and crafts class each week and has a large set up at home!



**Do you have a story
you'd like to share?
Send it to
social@ballycara.com**

Voice for the Ages: Marcus Riley Advocates for Seniors at the UN

In May our Chairman Marcus Riley addressed the United Nations on global ageing and issues affecting older people and their human rights.

For the first time in its 14 year history the United Nations (UN) Open-Ended Working Group on Ageing adopted by consensus a decision recommending that UN Member

States, consider, among other options, the adoption of an “International legally binding instrument” or in other words a UN Convention.

We are pleased and proud Marcus was able to contribute to this outcome and represent the interests of older people globally. This included engaging with diplomatic and political representatives from various nations as well as with relevant international

authorities such as the World Health Organisation, the Human Rights Council and the UN Independent Expert on Older People.

The UN General Assembly will now consider these matters further in September and hopefully make good decisions for the benefit of our ageing population.



Visit our Coffee Bar!

Located within the Wellness
Centre at BallyCara Retirement
Village, Scarborough.



Open 7 Days!
Monday to Saturday
9:00am - 2:00pm
Sunday
9:00am - 1:00pm

Cancer Council's Biggest Morning Tea

The Cancer Council's Biggest Morning Tea is a significant fundraising event aimed at supporting cancer research, prevention, and patient support services. Held annually across Australia, this event encourages communities to come together over a cup of tea and delicious treats to raise vital funds for the fight against cancer. The initiative not only provides financial support but also raises awareness about cancer. By participating in the Biggest Morning Tea, individuals and organisations contribute to a collective effort to improve cancer outcomes and support those affected by the disease.

Our Residents recently gathered for their own Biggest Morning Tea, demonstrating their commitment to this important cause. The event was a resounding success, with a total of \$1,644.05 raised for cancer research. This contribution reflects the Residents' dedication and generosity. The funds raised will aid in the development of new treatments and provide essential support for patients and their families, making a meaningful difference in the ongoing battle against cancer.



Keeping up with the McShea's

In January 1996, Marguerite Marie McShea (nee Gaud) and Thomas Bernard McShea made Villa 442 their home. Their story, of love, adventure, and resilience, began far from the shores of Australia.

Marguerite, born in Mauritius, and Thomas, of Irish heritage but born in Liverpool, England, found each other during the chaos of war. Thomas, after serving in the Middle East, was stationed in Mauritius, where their paths intertwined. They married in 1947 and soon moved to England, laying the foundation for their journey to Australia in 1964.

After arriving in Sydney, the McShea family soon found themselves on the Redcliffe Peninsula, where they were embraced by the warmth of family and community. Their children flourished, attending De La Salle and Soubirous Convent, now Southern Cross College.

After several relocations within the Peninsula, Thomas realised his dream of building a home on Seaville Ave in 1968, where cherished memories were forged, fostering a sense of love and belonging.



Pic: Marguerite & Thomas in front of the construction of their Villa



Eventually, the journey led them to BallyCara, where Marguerite found solace and happiness. Though Thomas passed not long after their move, Marguerite embraced her new home, surrounded by care and support.

Today, the McShea legacy lives on with two of their sons Ray and Ed (pictured) now residing here at the Village of Friends.



Staff Reward & Recognition Scheme

Winners

Lisa Harrison – Support Worker Home Care

Lisa was contacted outside of work hours by the Customer Service team that if by chance she knew the location of a client's lockbox, as the rostered support worker was unable to find the client's apartment door. Lisa generously offered to drive to the client's home which was 3 minutes away and assist the support worker so the client didn't miss their evening service. This was a display of pure kindness and empathy for our client along with a team spirit of together we can solve this issue. I want to thank Lisa for her generosity and support she provided to our team and client. You are amazing Lisa.



Linda Ellis - Assistant in Nursing, Residential Care

On Monday night at Sunnyside, Linda exhibited remarkable initiative and creativity by calmly addressing challenges that were faced. Her dedication to personalised care, especially during late hours, ensured that residents received the attention and support they needed, demonstrating her deep compassion and significant contribution to the success of the night shift.



Dale Thomas - Exercise Physiologist

Dale does an exceptional Job as one of the Exercise Physiologists. Dales' current client has shared some positive feedback with a friend. This friend has recently become a new client for BallyCara Wellness Centre and has requested to be seen by Dale. This says so much, I'd like to acknowledge the hard work that Dale puts into his job every day. His efforts in not only bringing positive outcomes for clients, but also in helping grow BallyCara client base.

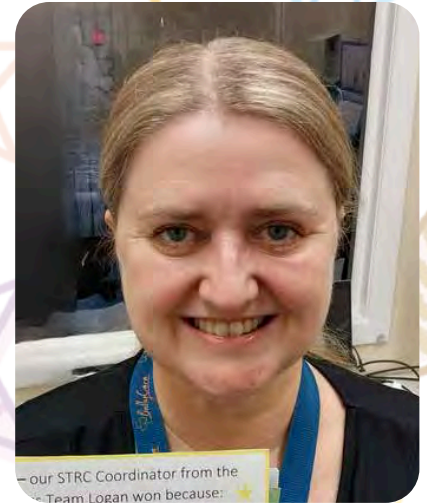




Staff Reward & Recognition Scheme Winners

Natalie Montana – Short Term Restorative Care Coordinator

You provided clear, tailored answers to my questions and those of my carer and daughter, quickly understanding our need to effectively use the STRC resources for my health outcomes. Your awareness of the emotional and psychological aspects of my care was evident, as shown by the timely repair of my wheelie walker and the application of a non-slip surface in my bathroom, significantly improving my mobility and confidence. Your team's personalised care and professionalism, led by your great leadership, consistently reflected the SONA Values. I am grateful for the practical support provided, including Felicity's attentive follow-up on my new chair.



Sarah Hermann - Clinical Care Manager, Residential Care

Being collaborative in our search for gaps in a process that we could use positively to improve care for residents, education for our teams and development of confidence and knowledge for all team members.

You worked and collaborated with me with a positive intent to improve services and raise clinical standards for our residents-thank you





Support Worker Amy & Bernice enjoying the Peninsula Sunshine!



Invigorate enjoying a coffee at Ivy Espresso!



Village Resident Sr Zoe was delighted to bump into Dolphins NRL Players Oryn Keeley and Isaiya Katoa whilst visiting a local cafe!



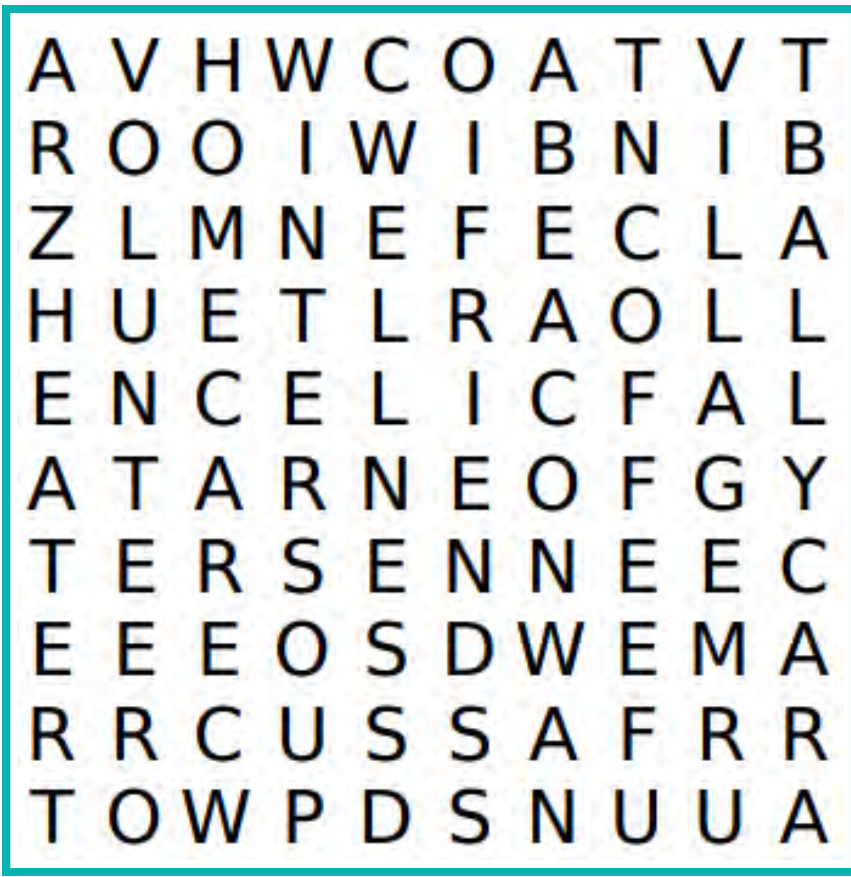
Frank and Beverley Simpson - 21/03/1964 Sixty years of giving happiness, love and loyalty to each other must not go unmarked. Congratulations on reaching this incredible milestone of 60 years together.



Home Care Support Worker Karen with Client Dorothy on her 95th Birthday!



WINTER WORD SEARCH



- BALLYCARA
- HOME CARE
- COFFEE
- VILLAGE
- VOLUNTEER
- WINTER
- WELLNESS
- HEATER
- SOUP
- FRIENDS
- BEACON
- COAT

		6	8	4			
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	3	9					1
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				3	5	7	

SODOKU CHALLENGE



BallyCara Feedback Form

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

Name _____

Address _____

Phone _____

Type of Feedback

Comment

Complaint

Compliment

Suggestion

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

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

Yes

No

Area your feedback relates to:

HomeCare

Residential Care

Housekeeping

Short-Term Restorative
Care (STRC)

Wellness

Village

Catering

Facilities & Grounds

Finance

Marketing

People & Culture

Other, Please Specify _____

Please provide your feedback here:

Feedback continued:

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

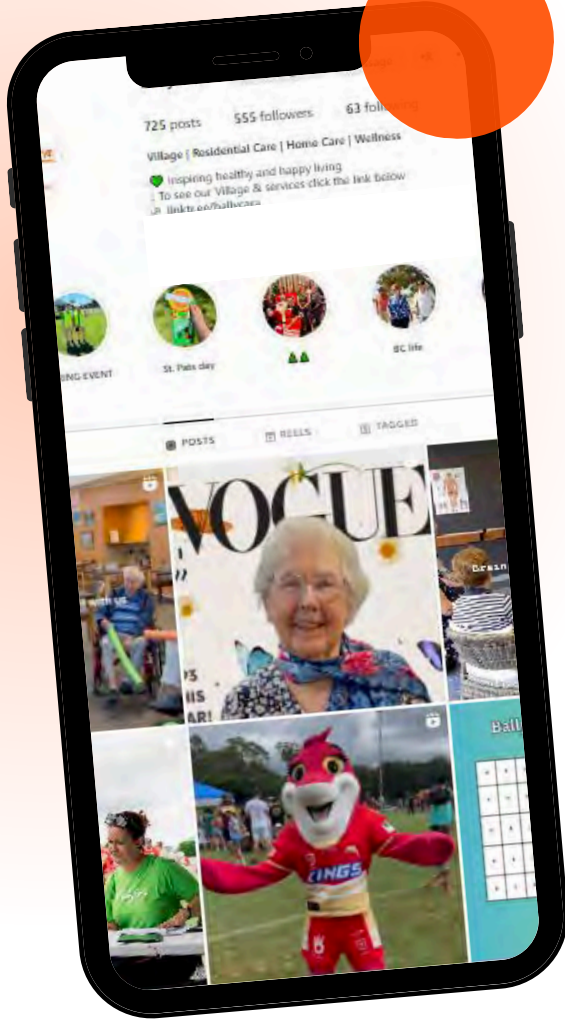
If you prefer online, our feedback form is on our website:

www.ballycara.com

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



Like and follow us



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Caras' & Co
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Visit our website: www.ballycara.com

Contact us via: 1300 272 222 or

info@ballycara.com