

# The Voices of ST VINCENT'S



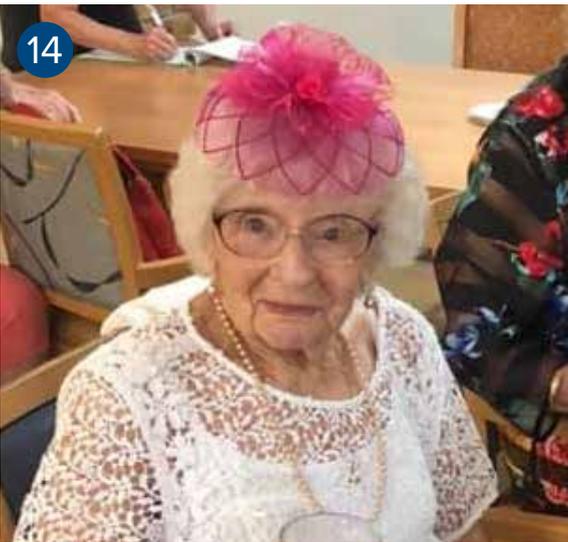
ST VINCENT'S  
CARE SERVICES

NOV 2021



*"I feel welcomed,  
valued and safe."*





# A LOOK INSIDE THE LATEST *issue*

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# 2021 CALENDAR *dates*

## DEC

**1**  
WED

Yennora's Anniversary

**3**  
FRI

International Day of  
People with a Disability

**5**  
SUN

International Volunteer  
Day

**11**  
SAT

Kangaroo Point's  
Anniversary

**18**  
SAT

Gympie's Anniversary

**25**  
SAT

Christmas

**26**  
SUN

Boxing Day

**31**  
FRI

New Year's Eve

## JAN 2022

**1**  
SAT

New Year's Day +  
Solemnity of Mary

**3**  
MON

Epiphany of the Lord

**10**  
MON

Baptism of the Lord

**19**  
WED

Birth of Mary Aikenhead

**26**  
WED

Australia Day

# FEB 2022

**2**  
WED

Presentation of the Lord

**11**  
FRI

Day of Prayer for  
the sick

**13**  
SUN

National Apology Day

**14**  
MON

Valentine's Day

**17**  
THU

National Closing the  
Gap Day

**20**  
SUN

World Day of Social  
Justice





# HOME *locations*

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St Vincent's Care Services  
has a total of 23 aged care homes  
across QLD, NSW and Victoria.



# QUEENSLAND

Brisbane

# NEW SOUTH WALES

Sydney

# VICTORIA

Melbourne

<b>QLD</b>	<b>NSW</b>
Arundel	Auburn
Bardon	Bronte
Boondall	Edgecliff
Carina	Haberfield
Carseldine	Heathcote
Douglas	Yennora
Enoggera	
Gympie	<b>VIC</b>
Kangaroo Point	Eltham
Maroochydore	Hawthorn
Mitchelton	Kew
Southport	Werribee
Toowoomba	

“It takes courage to  
grow up and become  
who you really are.”





# Message

## FROM OUR CEO

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*Dear St Vincent's Residents,*

As we approach the end of the year and the beginning of a new one, in this edition of the *Voices of St Vincent's*, we took a trip down memory lane to find out what you wanted to be when you 'grew up'. From vets to dancers, chefs and writers, there was an array of dreams and possibilities from you all as kids. It was just wonderful getting to know the 'you' from all those years ago and finding out whether your ambitions changed over the years or were moulded into something new along the way!

It's interesting how often the question is asked 'What do you want to be when you grow up?' rather than '**What kind of person do you want to be when you grow up?**' There is a big difference in these questions and the answer can really shape how you want to live your life. Maybe you want to be someone who listens well, someone who is quick to forgive and slow to take offence, or perhaps a person who helps build a world that's safe to live in...

We all have goals in life that we want to achieve and many center around climbing the career, wealth, achievement, and family

ladder. Whilst these are important aspects of life, it's important we don't miss the emotional growth goals either. For me, in a world that can sometimes be uncertain and unpredictable (especially with COVID still around!) and where some people sadly miss out on what others have, I want to be the kind of person who keeps believing in 'better days ahead', of unshakeable faith and someone who never forgets to put others first, no matter the circumstance. As I've gotten older, *what I want to be* has taken a backseat to *who I want to be*, as I aspire (and perspire!) to be someone who others can reliably look to for courage, hope, help and unconditional acceptance and love. That's who I want to be when I grow up!

So, let me ask you: "Are you the person you planned to be when dreaming of the future, all those years ago?"

Whether we feel that we have already arrived on the journey of growing up (or not!), the really good news is that there is still time to keep going! As George Eliot once said, "**It is never too late to be what you might have been.**"

This edition of the *Voices of St Vincent's* has really brought back so many memories for all of us being kids again and innocently planning out (without limits!) what our future could hold. This is something worth continuing to reflect on as we close the door on 2021 and look to the promise of the New Year.

It has truly been an honour reading your childhood dreams and seeing the remarkable people you have grown into today. In the words of renowned American poet E.E. Cummings: "**It takes courage to grow up and become who you really are.**"

In our eyes, you are all truly exceptional and here at St Vincents we are thrilled to be celebrating YOU!

LINCOLN HOPPER  
Chief Executive Officer



Understood  
Valued  
Welcomed  
Involved  
and Safe



# Message

## FROM OUR MISSION LEADER

*Dear Residents,*

Over the last few weeks I have had the pleasure of facilitating Mission Orientation Formation Sessions with our new employees at SVC Carina and Douglas (Townsville). There is one part of this formation that really breaks down the core of why we do what we do at St Vincent's Care.

It is such a simple thing to say, "We do what we do to provide quality care for our residents." And while that is true, why do what we do goes far deeper than that. In fact, our expectations are far greater than this and our residents, their family members, and even our Care teams deserve far more.

In our Mission Orientation Formation, I share with our teams that we do what we do, so that our residents feel;

- Understood
- Valued
- Welcomed
- Involved, and
- Safe.

Five very simple words, that have a huge impact on every aspect of our care of our residents, in the support of their families and in the way we treat each other. Over these last few weeks, I have

been challenging our teams to reflect on these five words at the end of each shift, and even as they leave a resident's room. I have been asking, "Can you give yourself a *high-five* after each interaction with a resident, family member or even one another?"

Interestingly, these same five words apply to the residents and their family's interactions with each other and the Care Team.

Throughout Jesus' ministry, there are countless stories recounted in scripture where Jesus embodies each one of these traits in his interactions with the people he met, especially the vulnerable and poor.

Naturally, we are all human and whether we want to admit to it or not, we are not perfect! We will make mistakes. What is important is that we take the time to self-reflect, to be truly honest with ourselves, and strive to do better each day.

The season of Advent in the Church's calendar, invites each of us to do exactly this. It is a time to pause, review and reflect. Advent asks us to think about how we have responded to God's love and how we have expressed Jesus' ministry to others over the last year.

Advent asks us to think about whether we can give ourselves a high-five. This takes courage because it requires us to be truly honest with ourselves, to have integrity, to be just in our assessment of our actions and behaviours, to have a genuine desire to grow and improve and to be prepared to respond compassionately for the times we have failed.

Over the next few weeks of Advent, as you prepare for Christmas, you are invited to take this time and ask yourself, ***have I ensured that with each interaction with another fellow human being, I have left them feeling understood, valued, welcomed, involved and safe?***

**Truly I tell you, just as you did it to one of the least of these who are members of my family, you did it to me.'**

Matthew 25:40

TROY TORNABENE - Mission Leader

# WHAT I WANTED TO DO WHEN I "Grew up"



JOAN

"When I was young, I played golf for years, and I loved every minute of it! I would easily get a hole-in-one. I dreamt that I would one day be a professional golfer. We had to move around a lot, so sadly, I had to give up my dream."



ALAN

"I grew up on a cattle and sheep farm, just on the other side of Mansfield in Victoria. I loved it so much that I never wanted to do anything else. It was the perfect life! We kept goats as pets, and grew lots of vegetables. I remember running through the fields and swimming in the river that ran through our property. It was the perfect life and I loved it."



## GUY

Guy was born in Egypt in 1934, and migrated to Australia when he was only 10 years old. He went straight to a boarding school to learn English. His native tongue was French, and he attended a French school back in Egypt. It was very hard for Guy to adjust to life when he arrived in Australia, as he could not understand a word!



When he was a child, Guy dreamt of becoming a farmer. However, having studied very hard and completing his education, he finally became a successful accountant instead. Guy worked for the Tax Office for many years and loved working in the finance field, helping people claim money from the Government.

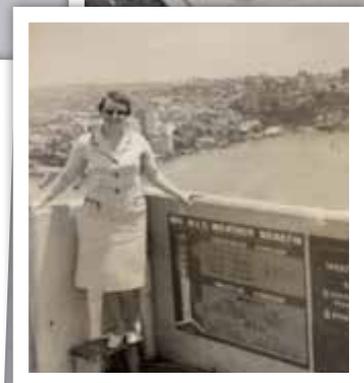
Guy is very proud of who he is and would not change a thing. He has two sons and one daughter and they are all very happy and healthy. Guy encouraged his children to pursue the career of their choice, as long as they were happy with their job at the end of the day.



## LYDIA

“I grew up on a small farm in Germany. We had only one cow. I dreamt of leaving the farm and working in the city. I studied shorthand and typewriting, and eventually became the secretary to the director of a company.

I left 6 years later to get married and had two children.”





Arundel residents and staff had a blast during their Melbourne Cup celebrations. They even had a pony visit, followed by a special lunch and concert just before the big race



Lots of fun over at Auburn for the Melbourne Cup, including a cheese and fruit platter for the residents to enjoy



What a fabulous day at Heathcote, with lots of winners at the Melbourne Cup Day. Great effort from the whole team!



Kangaroo Point's fashionable ladies and gentlemen joined together for the Melbourne Cup Fashions on the Field event. A big thank you to everyone for walking the runway and for your elegant twirls!



The Melbourne Cup luncheon at Kew was a very elegant affair



Maroochydore had a fantastic time hosting the Melbourne Cup at their home. The outfits were on point!



Over at Southport, there were 9 resident sweeps and two staff sweeps. Bottles of wine were presented for best dressed, with plenty of food during the race too





# MELBOURNE CUP



# Just a Cuppa QUESTIONS

## KEVIN FROM KEW



Q What is your name?

**My name is Kevin.**

Q Where do you live?

**My home is now at beautiful Kew, but I lived in Coburg Melbourne.**

Q What did you want to be when you grew up? Why?

**I always wanted to be a teacher, and I taught for the Marist brothers. I loved it so much, I became a school principal.**

Q Did your goals for the future change?

**My future did not change, my wish was granted and I really enjoyed what I did! I feel that I still have a lot to offer and now support others here at Kew.**

Q What did your children want to be when they grew up?

**My children wanted to be teachers as well, but really, they are just happy helping others.**

Q Would you change anything if you could go back in time?

**Not really, I have had a good life and I am still going strong.**

## BRIDGET FROM KEW



Q What is your name?

**My name is Bridget.**

Q Where do you live?

**I grew up on the south coast of NSW, outside Nowra.**

Q What did you want to be when you grew up? Why?

**I always wanted to be a nurse and so I became a midwife.**

Q Did your goals for the future change?

**My future did change! I married a pilot and we travelled all over the world. We lived in the Bahamas for a time and in England, I really loved it. So from a farm girl outside Nowra in NSW, my life certainly changed! I still have a lot to offer and I am always ready to assist other residents at Kew.**

Q What did your children want to be when they grew up?

**My daughter wanted to be a doctor and her dream came true.**

Q Would you change anything if you could go back in time?

**No, I can't complain really!**



What an amazing couple of days at Arundel Care Services, celebrating Elsie's 100th birthday!

Kicking off with a piece in the Gold Coast Bulletin, followed by a beautiful celebration with her family, some even travelling all the way from Tasmania.

Elsie is an inspiration to all of us. This is an incredible milestone, but not nearly as incredible as her.

**Happy 100th birthday Elsie, we all hope you had a wonderful day!**



# HOME Highlight



Vanessa Kearney at Arundel Care Services has the best “can do” attitude!

Her passion for the job is evident, as she spends her extra time to improve the quality of care for our residents. She’s a fantastic mentor too for new team members and residents.

Vanessa continually develops her skills and knowledge through numerous training opportunities - we are lucky to have you in our team!

# AROUND *the grounds*



Pete Memphis from the Gold Coast, visited Maroochydore Care Services to perform an Elvis routine for the residents – it was such fun!



Mitchelton residents thoroughly enjoyed the Bargain Tables, a chance to shop till you drop!

Cutting edge and incredible food for their first official chef table at Kew. Looks just delicious!



Werribee residents met in the courtyard for Remembrance Day. Whilst many of the residents attended in person, others were able to take part from their rooms overlooking the courtyard.

Vic, their Pastoral Carer, who worked with the Military for 10 years, led the service and reflected on the sacrifice made by so many people, both physical and emotional. Residents were able to place a rose in remembrance of a loved one who served in the Defence Forces





Everyone had a beautiful Remembrance Day service at Kangaroo Point. Residents were joined by the Facility Manager, Julie Hughes, who did a Welcome to Country. One of the residents read the Remembrance Day poem, while others laid the Wreath for their loved ones involved in the war

Southport had a delicious sausage sizzle at Broadwater for the residents, taking in the sunshine!



Arundel Care Services recently celebrated its 5 year anniversary, but the facility was previously known as Masonic. Resident Joyce has lived there for 10 years - five years as Masonic, and five years as Arundel Care Services. So the team celebrated this decade-long anniversary for Joyce, their longest serving resident!

Joanne Phelps and Cecilia at Toowoomba have been working hard on the new Birdsville garden bed



The Diwali Festival at Auburn was a huge hit - everyone looked amazing!

Residents and employees at Carina had a beautiful time celebrating Diwali – the festival of lights





## GAMES

# and puzzles

### WORD SEARCH

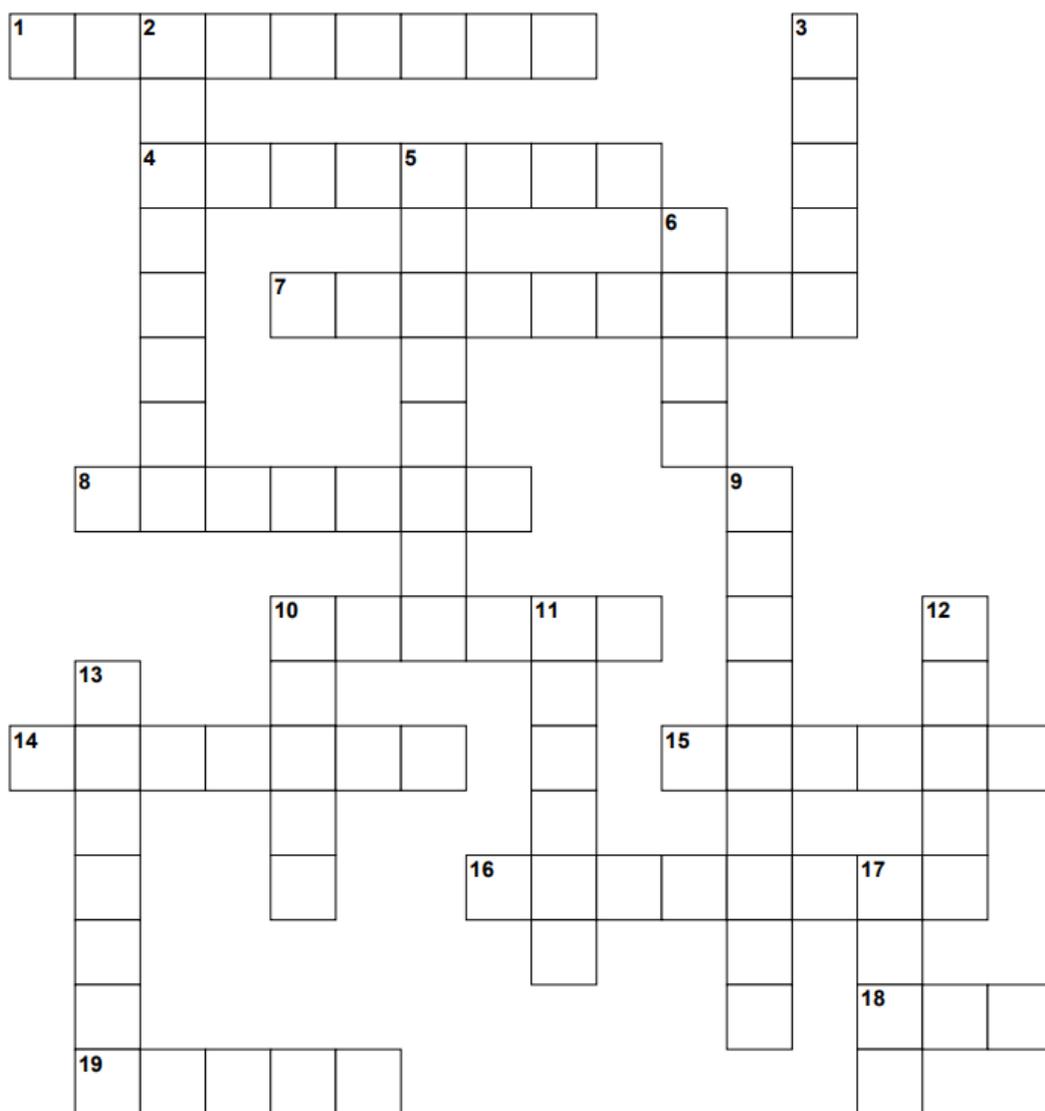
Find the word in the grid. When you are done, the unused letters in the grid will spell out a hidden message. Pick them out from left to right, top line to bottom line. Words can go horizontally, vertically and diagonally in all eight directions.

## TIME

T C I M E C R L A R T N E C  
 H A I N N U T G E S E S W V  
 E M R F O O Y I T H G I I N  
 G O E H I X V C M N Z O N E  
 E U P T T C S E I E O M T M  
 S N E H T H A V M T I C E I  
 T T K G N G A P E B L W R R  
 A A C I I S T S E O E H I P  
 N I A L N U N S C A S R W H  
 D N B Y I U I K S U C E N D  
 A H I A S R S T A L L W A Y  
 R S S D N U E R P R I U S E  
 D D B U Y R C H F A L L Z A  
 N G S E N L N A I D I R E M

.....

Back	Hour	Standard
Central	Meridian	Sunrise
Clock	Mountain	Sunset
Daylight	November	Time
Eastern	Pacific	Winter
End	Prime	Zone
Fall	Savings	Zulu



## CROSSWORD NOVEMBER

### ACROSS

- 1 Towards or into an earlier time
- 4 Eleventh month of the year
- 7 Instrument that measures time
- 8 Standard time used in the USA six hours behind Greenwich time
- 10 First day of the week
- 14 Standard time used in the USA five hours behind Greenwich time
- 15 Power or capacity for activity
- 16 Time that the sky is or becomes light
- 18 Adopted time zones and began using DST in 1918
- 19 Mechanical or electrical device for measuring time

### DOWN

- 2 Keep safe from loss
- 3 Time \_\_\_\_\_
- 5 Standard time used in the USA seven hours behind Greenwich time
- 6 Season after summer and before winter
- 9 \_\_\_\_\_ mean time
- 10 State of bodily rest
- 11 Happening once every year
- 12 Hours of darkness between sunset and dawn
- 13 Standard time used in the USA eight hours behind Greenwich time
- 17 Unit of time equal to sixty minutes



# FEEDBACK

Going forward, we would love to encourage residents to submit their own content.

Maybe you're an avid drawer who wants to share their artwork, someone who likes to write a poem or two or you just have a good story you would like to share. All submissions are welcome.

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## SUBMISSIONS

If you would like to make a submission or provide feedback, please chat to the staff members around you who can pass on your ideas straight to us!

You can also speak with reception staff or email [svcs.marketing@svha.org.au](mailto:svcs.marketing@svha.org.au).

## FEEDBACK

If you have compliments or suggestions about our services, or wish to raise a concern, you can contact our customer care team on 1800 778 767 or reach out to our state managers directly.

QLD State Manager: [nicole.devlin@svha.org.au](mailto:nicole.devlin@svha.org.au)

NSW State Manager: [sonia.liddell@svha.org.au](mailto:sonia.liddell@svha.org.au)

VIC State Manager: [bernadette.murphy@svha.org.au](mailto:bernadette.murphy@svha.org.au)

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) on 131 450 for support to talk to your aged care provider about your services.

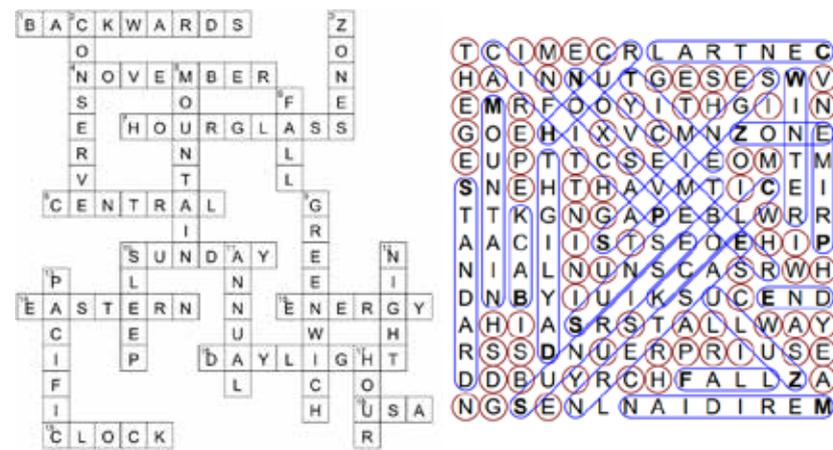
TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

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## AGED CARE QUALITY

The Australian Government's Aged Care Quality and Safety Commission provides a free service for anyone wishing to raise their concerns about the quality of care or services being delivered to people receiving aged care services at a government-funded facility.

## PUZZLE SOLUTIONS



### TRANSLATION OF COVID-19 RESOURCES

The Department of Home Affairs now has a dedicated website for translated COVID-19 information - <https://covid19inlanguage.homeaffairs.gov.au/>. This website provides culturally and linguistically diverse people with a single source of information in 63 languages other than English.

The following resources have also been translated into 63 different languages:

- Stay COVID Free Do The 3
- Testing for COVID-19
- What you need to know about Coronavirus
- Help for finances and mental health
- Protecting you from Coronavirus
- Easing of Restrictions
- Roadmap to a COVIDSafe Australia
- COVIDSafe app - New tool to help slow the spread of COVID-19

You can also contact the Department of Home Affairs if you believe there is a language that should be translated that is not available. You can email through your suggestions to: [agedcareCOVIDiaison@health.gov.au](mailto:agedcareCOVIDiaison@health.gov.au).

# FAMILY AND FRIENDS' WEBINAR

We have recently introduced virtual webinars for your family members and friends, to discuss their many ideas, questions and feedback regarding the current COVID situation, as well as your care into the future. We have found these to be another wonderful avenue to connect with our broader St Vincent's community, and understand how we can improve upon our services.

We will keep you posted on any future webinars that we host into the future, so your loved ones can join in.





**Please don't hesitate to call**

**1800 778 767**

**Q St Vincent's**

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BOWEN HILLS QLD 4006



**ST VINCENT'S  
CARE SERVICES**