



SUNDALE
CREATING COMMUNITIES SINCE 1963

Spotlight

NO 8 | NOVEMBER 2019

The Voice of the Sundale Community





From the CEO's desk

“Can you believe it’s only a month until Christmas!”

It’s frightening to think how fast the year has flown by, but upon reflection it’s remarkable how far Sundale has come in the past year and the progressive steps we have taken as an organisation, particularly our renewed focus on exceptional clinical care and re-investment in staff.

That re-investment is evident with the identification of 41 current and emerging leaders who will each complete a Leadership Development Program in the coming months. Sundale is in safe hands with you all at the helm.

I’m delighted to report the blow-torch was recently applied to Coolum Waters when a team of auditors arrived for an unannounced visit, with Sundale passing with flying colours.

Most pleasing was the feedback from the auditors who were particularly impressed by Sundale framework for the future, including our newly introduced and implemented care model which is improving the quality of life of our residents.

The race that stops the nation also stopped Sundale, with many residents dressing up and donning fascinators for the day.

Congratulations to the team at Rotary Garden Village who organised for Diablo the horse to make a special visit.

Sundale also welcomed a number of new residents this past month, including Emily Thomas who has been an integral part of the Sundale family for years, particularly at the James Grimes Care Centre where she regularly volunteers.

We also continued to make headlines for all the right reasons with Sundale resident Rod Barwick and his great mate Graeme Meade featured on Seven News.

The television cameras were also present for Lois Mayers 100th birthday celebrations where she shared her secrets to a long life.

Thanks, and appreciation.



Danielle Mackenzie
Sundale CEO



Royal Commission

It's been a little over three weeks since the Royal Commission into Aged Care Quality and Safety released its scathing Interim Report.

Titled: Neglect, the Interim Report labelled the industry a "sad and shocking system" that "diminishes Australia as a nation" and found Australia's aged care system fails to meet the needs of its older, vulnerable, citizens, does not deliver uniformly safe and quality care, is unkind and uncaring towards older people and, in too many instances, neglects them.

There's no denying the Royal Commission's assessment of the sector was brutal; however, I completely embrace their recommendations. It also makes me even more determined to play a proactive part in reform and sector change.

For me, the Interim Report also highlighted how far Sundale has come in the past year and the progressive steps we have already taken as an organisation, particularly our renewed focus on exceptional clinical care.

We've introduced a raft of proactive changes, improved structures to cater for the changing needs of clinical care and increased staff-to-resident ratios, so we remain a provider of choice and continue to support the residents and clients in our care, irrespective of their needs or circumstance.

I'd like to congratulate Sundale's employees for the way they absorbed the sector shattering news. Your resilience and strength didn't go unnoticed.

It's also comforting to know we're fully aligned in the view that caring for older Australians is an issue of national importance and is too important not to get right.

Sundale Leadership Development Program

A key priority in Sundale's Strategic Plan was a re-investment in staff, and that's exactly what's happening.

A talented group of current and emerging leaders will attend six sessions in the coming months to help hone their leadership skills.

Sundale is in great hands with you all at the helm.

- Mark James
- Michelle McGowan
- Caroline Dixon
- Jennie Hastie
- Lance Maher
- John Hayward
- Mike Hogarth
- Susanne McPherson
- Katrina Kozlovic
- Kim Richmond
- Kathryn Barnes
- Catherine Horne
- Vicki Lawrence
- Sharon Stahlhut
- Amanda Arnison
- Gail Middleton
- Chris Davis
- David Lawrence
- Sharon Drummond
- Danielle Mackenzie
- Dan Layton
- Bronya Hamilton
- Shorelle Greig
- Nicolle Whiteley
- Deanna Window
- Hayley McLennan
- Beth Hoffman
- Verne Riley
- Doris Karac
- Dhanya Francis
- Ian Corney
- Sherri Lackmann
- Vanessa Sullivan
- Megan Graham
- Jaja Vicuna
- Diane Dillon
- John Ryan
- Lynette Waterreus
- Justine Baker
- Rob Newell
- Jason Phillips



Staff profile

NAME Simone Conway

POSITION Carer

LOCATION Burnside IHC

HOW LONG HAVE YOU WORKED AT SUNDALE?
16 months

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?
Pink

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
Bora Bora

WHAT'S THE LAST BOOK YOU READ?
How to Develop Self-Confidence - Dale Carnegie

WHAT ARE YOU PASSIONATE ABOUT?
I am passionate about providing the very best care to my clients "I love what I do. It's a privilege to be able to help people when they're vulnerable and in a really fragile situation and to support them and their family through that."

WHAT'S YOUR FAVORITE MOVIE?
Dirty Dancing

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Parasailing many years ago

WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?
13 Reasons Why

WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?
Patrick Swayze, my husband, my children and my mum

Inspection

The blow-torch was recently applied to Coolum Waters when a team of auditors arrived for an unannounced visit.

Day 1

The auditors spent the day collecting data, interviewing care recipients, their families and Sundale staff.

Initial feedback focused on the care provided, the quality of food, staff dedication and the wonderful lifestyle activities available.

Day 2

The auditors were out and about at various times throughout the day.

Organisational structures, staff recruitment, orientation, training and education, and appraisals were looked at by the auditors, in addition to the recent processes Sundale has implemented to monitor feedback and behaviour management.

Day 3

Behaviour management remained a focus on Day 3 for the auditors, before they delivered their Consumer Experience Report.

The Consumer Experience Report

The Consumer Experience Report is something to be incredibly proud of, with Coolum Waters receiving either “Most of the Time” and “Always” ratings.

The auditors were impressed by Sundale and how we are preparing for the future and praised the newly introduced and implemented care model which is improving the quality of life of our residents.

The auditors also revealed the impact of the new care model was evident in the culture onsite and from feedback received from staff, care recipients and their families.

Congratulation to the everyone involved, particularly the team at Coolum Waters.

Melbourne Cup

The race that stops the nation, the Melbourne Cup, also stopped Sundale.

At Rotary Garden Village many ladies got their hair and makeup done and wore fascinators which they made themselves.

Diablo the horse and jockey Dorelle were welcome visitors at the high tea, before care recipients settled down to watch the race with mocktails, cheese and fruit platters.



It was a similar story at Palmwoods Garden Village, with the ladies looking resplendent with the fascinators.



LASA National Congress

Sundale was delighted to send a delegation to the Leading Age Services Australia (LASA) National Congress recently.

The LASA National Congress is the largest age services event in the southern hemisphere and is the place where leading edge thinkers and providers meet to challenge their assumptions and open their horizons to new ideas and approaches.



Scholarships

Sundale recently launched a Scholarship Fund to help support staff who would like to undertake further study.

The scholarships will help staff access education opportunities and remove some of the barriers consistent with study.

As a part of Sundale’s commitment to make education accessible for all staff, the Scholarship Fund is set up to allow financial support towards study costs and is individualised to each scholarship recipient.

This means funds can be spent on course fees, a laptop, travel costs associated with studying or course books.

Congratulations to Sundale’s first scholarship recipients.



CELEBRATING WITH SUNDALE

The residents at James Grimes Care Centre and McGowan Care Centre at Nambour Garden Village definitely know how to celebrate judging by their Oktoberfest celebrations.

Staff, residents and care recipients all participated in 'filling up a stein' and bean bag throwing' games.

The delicious German BBQ lunch was also a hit. (1-5)

Eunice Krome, Nambour Garden Village's onsite hairdresser recently received a beautiful surprise from Bowder resident Bruce.

Bruce said that because of Eunice, "I feel good and alive again."

Responding, Eunice said, "My job is to make people feel good and special about themselves." (6)

Much loved entertainer Les Hall is a frequent and welcome visitor to McGowan and absolutely loved by the residents. (7)



Milestones

Happy birthday to one of Sundale's finest, Rod Voller Manager, Sharon Stalhut who had 50 reasons to celebrate recently.



Happy birthday to Lucy Olsen who celebrated her 99th birthday surrounded by family.



Hip, hip hooray to the delightful Marie Clarke (Rose) who has a wonderful time celebrating her 101st birthday.



Sundale Carols

Friday 6 December
35 Doolan Street, Nambour

4pm
Free kids entertainment
Free sideshow alley

6:30pm
Carols

7:30pm
Santa

Sundale has chosen to cancel the scheduled fireworks given the recent bushfires and will instead make a donation to the Rural Fire Brigade

SNOW CONES - 50C
SAUSAGE SIZZLE, DRINKS - \$1
LAMB KORMA, WOOD-FIRED PIZZAS - \$5

Please bring a blanket and/or chair


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Sunset Harmonies

Coolum Waters was recently mesmerised by the Sunshine Statesmen Barbershop Chorus.

The group who specialise in four-part close harmony, developed in the 1930s and 40s were the main act following a wonderful gathering on the deck.



In the news



A woman born and bred in Nambour likes the suburb so much, she's lived there for 100 years.

Sundale's Lois Mayers never married or had children and says a stress-free life is her secret to longevity.

facebook.com/7NEWSSC/videos/574353369969984/



Two mates are preparing for an epic adventure across the Australian outback on a Cancer Council Australia charity rally.

Sundale resident Rod Barwick and his great mate Graeme Meade have bought an old commodore and are fitting it out so it's ready to tackle Australia's toughest terrain.

facebook.com/7NEWSSC/videos/2679121308774814/