



SUNDALE
CREATING COMMUNITIES SINCE 1963

Spotlight

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The Voice of the Sundale Community





From the CEO's desk

Kindness
strength
business

Sundale's Care Centres remain closed to everyone except essential staff and health practitioners, despite no confirmed cases of COVID-19 in any Sundale Care Centre.

I'm conscious these are extraordinary times, and I'd like to start by reaffirming to everyone that Sundale will be here for its care recipients, residents, family members, team members, volunteers, members and the wider Queensland community through COVID-19.

Sundale's Care Centres remain closed to everyone except essential staff and health practitioners, despite **no confirmed cases of COVID-19 in any Sundale Care Centre.**

Sundale made this proactive decision in a bid to stop the spread of COVID-19. This means:

- Sundale Care Centres will not allow casual and non-essential access (which includes families, friends, school groups etc.);
- Visits from essential services such as GPs and allied health providers will continue;
- Internal lifestyle programs at each Care Centre have been enhanced to support the individual needs of care recipients.

I understand many of you have loved ones or family members currently residing in a Care Centre.

If you believe your circumstances are extraordinary and you need to visit, Sundale will consider your request on a case-by-case basis.

All requests will be assessed by the Site Manager, in partnership with the Executive Manager Aged Care and Community Services.

If visitation is granted, you must adhere to the firm, but appropriate measures Sundale has implemented to try and prevent COVID-19 entering a Care Centre.

I'm acutely aware of everyone's health and wellbeing during this testing period.

Sundale's amazing carers, nurses and lifestyle coordinators are assisting care recipients who are feeling anxious or concerned. We've also bolstered our lifestyle programs to further support our care recipients.

I've taken great joy over the past week to see the images and messages of love from our care recipients to the 'outside world'. Despite their age, they continue to teach and lead by example, even in times of uncertainty.

Residents and care recipients should be practicing social distancing to help prevent the spread of COVID-19.

Social distancing includes:

- Stay home as much as possible;
- Keep 1.5 metres away from others as much as possible;
- Avoid shaking hands, kissing or hugging others;
- Avoid gatherings that aren't essential.

Sundale has been in constant communication with care recipients, residents, family members and team members over the past fortnight.

I appreciate a lot of essential information has been distributed in the past 10 days, so to assist, we've consolidated the most important correspondence on the Sundale website.

<https://www.sundale.org.au/covid-19-novel-coronavirus/>

This section of the website has been, and will be, updated regularly.

Sundale is also working closely with and taking advice from the Commonwealth Department of Health and Queensland Health regarding COVID-19.

I encourage you to review their websites for the latest information regarding COVID-19.

I understand these are testing times, but rest assured Sundale is doing everything it can to prioritise the safety, health and wellbeing of its care recipients, residents and team members.

Thank you for your ongoing support.

Danielle Mackenzie
Sundale CEO



NAME Sue Coleman

POSITION Administration Support

LOCATION Nambour, Coolum, Kilcoy - wherever they send me

HOW LONG HAVE YOU LIVED AT SUNDALE?
Just celebrated 4 years at Sundale

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?
Any John Farnham or Pink concert, they're both fantastic on stage

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
In amongst my three kids and seven grandkids or Canada, all give me joy

WHAT'S THE LAST BOOK YOU READ?
The Ghan by Judy Nunn but my favourite is anything by Stephen King!

WHAT ARE YOU PASSIONATE ABOUT?
Formula 1. My ultimate holiday would be to follow the event around the world for a year

WHAT'S YOUR FAVORITE MOVIE?
IT. or anything that scares me

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Walking out on a narrow cliff ledge in Halls Gap Victoria with 200mt drop in order to jump across the chasm to test your courage. Once I got out there, I looked down and realised I was an idiot so didn't attempt the jump after all....

WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?
Nothing at the moment but I am catching up on The Walking Dead Season 10 from Foxtel

WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?

Daniel Ricciardo as I would love the opportunity to drive an F1 car

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?
No secret talent but as a bookkeeper I can be very organized to the point of annoying my family

WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?

Daniel Ricciardo, Craig Lowndes, John Farnham & Stephen King

FOR SALE

Coolum Waters
Unit 113 (\$545,000)



Unit 113 at Coolum Waters is coastal retirement living at its very best.

This brand new 3-bedroom, 2-bathroom smart home and 9 ft ceilings with ducted aircon throughout and will make downsizing feel like an upgrade.

The master bedroom has ample room for your king-sized bed, bedside tables and still plenty of room to dance around to your favourite tunes.

Bedroom 2 could be used as a very spacious office or hobby area and bedroom 3 with its bay window ensures a space where your guests will think they have landed in paradise.

Luxe features come standard at Unit 113, with the shower in the main bathroom more than 1.5 meters in length, while the kitchen with its waterfall Caesarstone bench tops, Smeg dishwasher, oven and microwave will be a sheer delight to entertain from.

Coolum Beach Retirement Community features two Village Centres and a swimming pool. The Village offers a relaxed and independent lifestyle in a low maintenance property where you can enjoy regular social activities, the companionship of new friends and the security and peace of mind of living in a gated community.

Conveniently located to nearby iconic Coolum Beach, shopping, medical facilities, social and recreational venues, Coolum Beach Retirement Community offers easy access to all of the services you need and the places you love to visit.

Ideally positioned in a seaside town with the beach only minutes walk, tucked away in a hidden pocket is a lifestyle full of activity surrounded by natural bushland and a meandering waterway. Coolum Beach Retirement Community is a tranquil village that you will just want to call home.

Our homes have been thoughtfully designed to help you live in your own home for longer, with all the comforts needed for safe and easy living. Complimenting this lifestyle is our maintenance-free approach where the entire Village, including your garden and home facade, is taken care of for you by our onsite Village Manager.

We look after everything from the cleaning of the Village Centre, through to landscaping and general external repairs.

*Would you like to know more about Coolum Waters – Unit 113?
Call 1800 786 325.*

Sundale COVID-19 Response Team

Sundale has mobilised very quickly and established a specific team to help manage the evolving COVID-19 situation.

This team is called the Sundale COVID-19 Response Team (SCRT). Its purpose is to effectively direct and oversee organisational governance and to help reduce the threat of COVID-19 at Sundale.

The remit of SCRT is to:

- ensure consumer care is at the forefront of decisions with respect to ongoing delivery of Sundale services;
- facilitate a consistent approach and ensure decisions relating to a pandemic outbreak are made in accordance with current Federal Government, Commonwealth Department of Health, Qld Health, Aged Care Quality and Safety Commission directives and/ or recommendations;
- ensure compliance against any provision from the parties listed above;
- ensure Sundale's facilities and services are supported in the preparation and management of a case, or an outbreak of, COVID-19 at Sundale. This includes supporting an Outbreak Management Team if that team is enacted;

- ensure staff are supported to complete their roles, and are clear in the organisation's expectations during the pandemic;
- develop actions to mitigate against the following;
 - impact on the care and clinical services provided to Sundale consumers;
 - staff absence due to illness, increased need at a site, caring for families away from work, or other reason;
 - destabilisation of supply chain for critical business items including but not limited to PPE, food supply;
 - lack of business continuity including but not limited to modelling financial scenarios for ongoing delivery of service;
 - impact on Sundale's reputation in the community as a result of managing the COVID-19 pandemic;
 - any other ongoing impact on current service delivery.
- coordinate and disseminate communications with respect to management actions taken to; residents and their families, staff, and other stakeholders;

- authorise and provide access to education and training where required;
- assist in the resolution of issues relating to a pandemic outbreak that may arise;
- ensure that management actions taken are benchmarked against industry resources;

This team includes the members of the Sundale Executive Leadership Team and other senior leaders within the organisation.

Occasionally, the SCRT will call upon other members of staff to provide assistance and content expertise.

The SCRT team will be in place until the end of the pandemic. Any direct information or contact with the team can be via the email COVIDResponseTeam@sundale.org.au.

I would like to continue to thank for your ongoing efforts in helping prepare our organisation for the COVID-19. Your support to our residents, consumers and their families is truly wonderful.



Danielle Mackenzie
Sundale CEO

Member / Role	Contingency should the SCRT team member be absent
CEO	Executive Manager Corporate Performance, Executive Manager Infrastructure and Development
Executive Manager Governance and Clinical Engagement – Chairperson	Clinical Projects Manager
Executive Manager Corporate Performance – Deputy Chairperson	Financial Controller
Executive Manager Infrastructure and Development	Retirement Operations and Facilities Manager
Executive Manager Aged Care and Community Service	Operations Engagement Manager
Stakeholder Engagement Manager	
Human Resources Manager	
Infrastructure and Projects Manager	
Operations Engagement Manager	
Aged Care Clinical Specialist	
Risk / Work Health and Safety Manager	

Earlier this month (19 March 2020), the Australian Government announced that all staff working in Aged Care Facilities must be vaccinated against the flu by 1 May 2020.

In addition, it is a Direction of the Chief Health Officer of Queensland that people wishing to work at a residential aged care facility must have an up to date vaccination against influenza, if such a vaccination is available.

This decision prioritises the health and wellbeing of our care recipients and Sundale's team members and limits the effects of the flu on our ability to provide quality care in these testing times.

There are currently three approaches you can adopt to be vaccinated against the flu.

1. Sundale continues to partner with specific Priceline and Infinity pharmacies who can supply you with a flu shot, at no cost to you.

- The vaccines will be available for Sundale Staff only at Nambour Priceline (07 5313 7806) and Infinity at Bli Bli (07 5448 5855);
- The online booking process is no longer available. You may need to ring and confirm there is stock at the pharmacy before attending. There may be some waiting time associated;
- Staff will need to ask for the 'Sundale vaccine stock' which has been specifically sourced and reserved for our use;
- To help streamline the vaccination process, please take the pre-completed vaccination checklist (attached) with you to the pharmacy;
- A letter confirming your employment from Sundale will shortly be provided by your Manager. Please take this letter with you to the pharmacy, where it will be signed by the vaccinator;
- Please return all completed and signed documentation to your Manager;
- If there are issues with maintaining supply at these locations, we will endeavor to update you ASAP. Please be patient with the staff, they are under enormous pressure at the moment.

Please note, there is an alternative arrangement for staff at Bindaree. I ask Bindaree staff to please contact your Site Manager for information regarding how we are supporting Bindaree staff with obtaining your vaccination.

2. You can access the flu vaccine through your General Practice (Practice Nurse or GP as applicable). Sundale will reimburse your reasonable expenses if you can access the vaccine through your General Practice. To be reimbursed, please contact your local site administration. Please note, if you receive your vaccine through your General Practice, please ensure that you email evidence of your vaccination such as;

- A photo of your updated immunization record and receipt from GP;
- Your letter confirming your employment from Sundale signed by the GP.

to payroll@sundale.org.au. Please also provide your evidence to your Site Manager.

3. Site based clinics – From 14 April, our partner pharmacies will transfer remaining Sundale stock to us, and we will create a roving Immunisation Clinic for staff. The clinic will be open for a minimum of one day at each of Sundale's Sunshine Coast sites. The clinic will be located outside, allowing staff who are not rostered on and screened, access to a free flu-shot. Social distancing requirements will be enforced at the Immunisation Clinic. Further communication regarding this option will be provided closer to the date.

If possible, I encourage you to organise a flu shot via Nambour Priceline, Infinity at Bli Bli or through your General Practice. This approach will give Sundale the best chance of meeting the expected demand at our roving Immunisation Clinics.

Thank you for your ongoing support.

Yours sincerely,

David Lawrence
Executive Manager Governance and Clinical Engagement

Coping with change how to manage stress

The past week has been unsettling for many Australians.

As we all come to grips with our new reality, some of you may be feeling scared, stressed or anxious, which is completely understandable.

There has never been a more appropriate time to be compassionate, kind and empathetic to one another – *together we will get through this.*

Maintain a positive attitude

Try and maintain a positive attitude and think about how you can best leverage your skills, experiences and network to maximize this new situation.

Recognise that change is constant

Change happens to you whether you like it or not.

The good thing about change is that it prevents you from getting bored and challenges you to work in a way you haven't before.

Ask questions

Become good at asking questions so you don't feel isolated. Questions are great, because the more you know, the better equipped you will be to make a difference to Sundale.

Self-reflect

Don't be hard on yourself and take some time to reflect on your day and what you have achieved.

sure you find time to talk to your manager everyday so you can establish deliverables and discuss your workload.

Communicate

Working away from your team can be challenging, so communicate regularly. Your team should know you're getting the work done and are available to help.

If you're emailing them, or in a phone meeting, make sure to clarify what you or they say, so that everyone is on the same page.

Look for ways to help others cope with change

One of the best ways to deal with a new situation is to help others. This step will help you feel more comfortable, because you will realise others are going through exactly what you are. By helping others, they will also be more inclined to want to help you in return.

If you're feeling anxious or stressed, Sundale's Employee Assistance Program is also available to any staff member who needs additional support.



Mindfulness and mental wellbeing

During times of stress and uncertainty, it's important to practice mindfulness.

Connect with your senses

Even one minute of consciously connecting with one of your senses can be classified as a mindful exercise. You don't need to close your eyes. You don't even need to be sitting down. Simply connect with your body. Perhaps try to slow down as you walk to your car, check in with your senses and release any tension. Be aware as your heel and toes touch the earth.

Be a single-tasker

Just do one thing at a time. This is especially important when you are feeling overwhelmed. Multi-tasking actually limits productivity and increases stress. Give yourself permission to focus...on just one thing. If you feel yourself wandering off to another task, that's okay just re-centre and come back to that one focused task.

Switch off as many distractions as you can

Silence your phone, log off of your social media accounts and set a timer. Now that you've wiped away distractions, get to work! Reducing inputs reduces noise in our heads. Try even turning off the radio while you are driving and listening to your breathing instead. It may feel strange at first but it works!

We Are Here For You Through COVID-19

If you are feeling overwhelmed, stressed or anxious, please contact our Employee Assistance Program on 1800 818 728.

The free, confidential employee assistance counselling service is available to Sundale team members who need additional support.

Exercise

Take deep breaths and practice a couple of yoga poses at your desk or go for a brisk mindful walk. Each time you get up to go to the bathroom or get a drink, use that as a time to stretch your arms over your head, bend your head and neck and get some blood flowing again. As we all know, sitting is the new smoking.

Put mindfulness in your calendar

Set an appointment with yourself! You won't forget or have excuses to skip out on your favourite mindful practice if you've booked the next 3 minutes to release your stress. Some of the fitness watches like Apple's actually has a breathing reminder app. Funny that we actually forget to breathe!

Check out for lunch

Whether it be every day or just once a week try eating by yourself, in silence. Stay away from devices, slow down, and taste your food. This act of self-care will recharge you for the rest of the day. I promise!

Slow down to speed up

Being fast doesn't make you better. Being in a rush leads to poor decisions and a misuse of energy. We end up living on adrenaline which zaps us of energy later. I have a mantra, "if we slow down so does the clock". It truly works that we end up feeling we have more time if we slow down. Taking time to reflect before acting on or deciding anything ensures thoughtful results.

Be grateful

Practicing gratitude has a positive impact on your creativity, health, working relationships, and quality of work. It's truly a chain reaction. Overuse "Thank you" and see how your co-workers' morale improves, see how the positivity follows you home at night. I have a poster in my office, "smile, it confuses people". Try it! Smiling and being grateful will shift how others relate to you.

Be humble

Take a few minutes to think about the people who have helped you: parents, guardians, teachers, employers. Be willing to work hard, but not only for yourself or your company. Work hard for the people you influence and the people who have influenced you. You'll be a better leader and co-worker when you deflate your ego and congratulate your team and even your boss.

Baby steps

Awareness is the first step. Don't try to make big changes towards mindfulness all at once. Commit to one thing new each week that you can practice and don't get overwhelmed by thinking you need more time and more to do in order to be mindful. Take your new mindful attitude with you everywhere – while in the shower, walking the dog, or boiling the kettle. Every moment is an opportunity to pause and be present.

[The full article and useful links can be found at THIS LINK](#)

Coping with anxiety



The below article was written by Professor Joseph Ciarrochi, a best-selling author and researcher in psychology at the Australian Catholic University.

Professor Ciarrochi's tips for coping with anxiety were published in News Limited papers nationwide earlier in the week.

So, what's the key take out? There's never been a better time to be compassionate, kind and empathetic to one another.

Seven ways to stay calm and avoid anxiety

This is a time of great anxiety. There is a global pandemic and anxiety is a natural response.

We can think of anxiety as a message, telling us that there is something potentially bad that could happen and that we need to do something about it.

But why do some people cope badly during trying times?

Because they treat anxiety not just as a message, but as something bad in itself. They hate the anxiety and do a lot of destructive things to get rid of it.

It's like they receive a message on their phone that they don't like, so they destroy their phone. Then they destroy everybody else's phone.

People react badly to anxiety in two ways.

First, they may totally deny or avoid the real threat. They don't want to feel anxious, so they just downplay and minimise the pandemic and don't take protective actions. Such people may put themselves and others at risk for corona.

The second ineffective way of responding to anxiety is to overreact and engage in lots of behaviours that hurt yourself and others but don't keep you safe. Hoarding toilet paper is an over-reaction that probably doesn't increase your safety. We might also overreact to anxiety by doing destructive things, such as trying to suppress our thoughts about the pandemic, or trying to escape anxiety by over drinking, binging on food or Netflix, getting angry to feel a sense of control, or worrying all the time. There are thousands of ways that we respond to anxiety that can be destructive.

The research is clear on this matter. If you seek to deny, avoid, or overreact to anxiety, your anxiety is likely to get worse.

The people who respond well are the ones who demonstrate character. They do all seven of the things we describe below. They do what they need to do to keep themselves and others safe, and they don't engage in denial or overreacting. They do exactly what is necessary and important: no more no less.

Seven tips for maintaining a positive outlook:

1. Make peace with your anxiety.

Your anxiety is just your body telling you to be careful. Don't seek to manage your anxiety by denying or avoiding danger. Nor should you try and manage anxiety by overreacting to it. Make space for the anxiety in your body. It will come and go like the weather, if you don't fight it. If it helps, find some online mindfulness activities that allow you to experience anxiety in a mindful and non-defensive way.

2. Remember what you care about.

You will be able to act in a clear and principled way if you know what you value, or care about. Most humans value connecting with others, giving, being active, challenging themselves, and embracing little things in their everyday life. What do you value? Remember to engage in your valued activities, even when we live in a world that is anxiety provoking. People with character are the ones who stay committed to the values, even when anxious.

3. Know that there is opportunity even in dangerous times.

The coronavirus presents you with danger and will change the way you live your life (at least for now). But not all the change needs to be negative. Maybe the virus can be a wakeup call, to remind you that you are alive right now and have people you care about and love. Danger has always been around us, but we often didn't notice it. We didn't think daily about how we could get in an accident or lose our health or job. That stuff was invisible. Now that the danger has woken us up a bit, you can ask new questions about your life. Are there ways that you can change your life for the better? For example, can you spend more quality time with your family? Can you

look for new ways to improve yourself and your relationships?

4. Focus on what you can do in the moment.

Humans are good at worrying and imagining how things can go terribly wrong. It is okay to worry, this is natural. We use worry to solve problems and eliminate threats as much as we can. Unfortunately, your worry has its limitations: It can't make all dangers go away. At some point, when we are taking the best actions, we can to protect ourselves, we need to let go of the worry and just live here and now. Focus on what you can do right now to make your life better or to enjoy yourself or to express friendship or love.

5. Stay connected.

One of the best things you can do to reduce the spread of coronavirus is to create a physical distance between you and others. However, remember that physical distance is not the same as psychological distance. You can feel psychologically close to someone, even if they are a thousand miles away. And you can feel distant from someone, even if they are standing right next to you. During this time of physical isolation, it's important to keep your psychological connections to people. You may need to make an extra effort to call them or chat with them online. We know that humans need social connection, in the same way that they need nutrients. Research shows that loneliness can be as big a risk factor to your health as obesity and smoking 10 cigarettes a day.

Prior to the coronavirus outbreak, you might have maintained social connections through contact with them in public places. Now, you may need to make a more deliberate effort to connect with people in new ways. Your health depends on it.

6. Be kind.

When we humans are put under stress, we sometimes tend to become selfish. We might react to our stress with selfish hoarding behaviour (buying all available toilet paper and pasta). We may feel hostility towards others who seem to have an advantage, or who seem to be taking limited resources away from us. Soon, we may start to become distrusting, resentful, and angry. We know that such negative emotions can take a toll on your immune system and ironically make you more susceptible to illness. The solution to this problem is simple. Act with kindness. Be generous. Not only will this make your fellow human more kind and more generous, it will make you happier and healthier. Research shows that acting with kindness improves your well-being.

7. Remind yourself that this too will pass.

Research suggests that humans are notoriously bad at predicting how long a bad event will affect them. People bounce back from bad events much faster than they think they will. Think of some of the major disasters that have happened over the last 20 years, and how we humans were able to bounce back and recover and put the disasters in the past. No matter how bad things seem right now, remind yourself that we humans will bounce back and life will get better again.

Aged Care Royal Commission suspends hearings and workshops

The Commissioners have decided to suspend all hearings and workshops for the time being, subject to ongoing review. This decision is a consequence of the evolving coronavirus (COVID-19) pandemic, and based on information available from the Australian Government.

The Commissioners said this suspension would also apply to group consultations which have been part of the engagement work conducted by Royal Commission staff.

This decision will immediately affect all hearings and workshops currently scheduled until at least the end of May 2020.

The Commissioners are carefully considering the implications this decision will have on their continuing work program.

The Commissioners emphasise that the health and wellbeing of staff and those engaging with the Royal Commission is critically important. The Royal Commission's future work program will be informed by public health advice.

In making this announcement, Commissioners said, "Meaningful engagement with the sector is paramount to the work of the Royal Commission's inquiry into aged care quality and safety, which is why we have decided to suspend all hearings and workshops. We must allow service providers and Government to focus fully on their response to the pandemic."

The Commissioners recognise the substantial efforts being made by aged care service providers and health services, and their staff, in supporting the needs of older people during this crisis.

CELEBRATING WITH SUNDALE

Who knew Sundale was home to budding master chefs?

Residents and staff celebrated Pancake Tuesday by cooking and tossing pancakes.

For many residents, the smell of cooking pancakes brought back wonderful memories from their childhoods.

Toppings included whipped cream, golden syrup, lemon and sugar, strawberries, blueberries, honey, jams, heated apples, Hundreds & Thousands and Nutella. (1-6)

The gents at Rotary Garden Village recently enjoyed a 'Blokes only BBQ' where they shared stories, told jokes, brought items to show and reminisced. (6-8)

To celebrate International Women's Day, Sundale CEO Danielle Mackenzie and 15 amazing Sundale women from all parts of the organisation, spent an afternoon with the delightful Melissa Doyle.

This year's International Women's Day theme is #EachforEqual, and I'm proud to say Sundale is doing its part.

In Australia, 38 per cent of full-time employees are women, while 32 per cent of key management personnel are female.

At Sundale, 82 per cent of full-time employees are women, while 50 per cent of the Executive Leadership Team are female.

Sundale is extremely fortunate to have so many vibrant, caring and strong women who have made a vital contribution to the success of Sundale 2.0 in the past year.

Sundale is a richer organisation because of your skill mix, compassion and leadership. (9)

Sundale's care recipients were still able to celebrate St Patrick's Day despite the additional measures to minimize the threat of COVID-19.

(10,11)

In these testing times, we thought we'd share some creativity and positivity.

It was messy, but everyone had a great time! (12-14)

(Art)

This is just a little bit awesome...

The residents, nurses and carers at James Grimes Care Centre joined forces for an impromptu performance about the importance of washing your hands!

<https://www.facebook.com/SundaleLtd/videos/225394035500317/>

Is there anything better than the pace of island-life?

McGowan residents were transported to the tropics recently for a day of island-fun, including a sing-along, wrist hula hoops, ten pin bowling with coconuts and a pass the coconut competition, which was won by Betty Bampton.

The menu for lunch was out of this world, with residents enjoying a BBQ consisting of garlic prawns, beef spare ribs and chicken stir fry with two different salads.

For dessert, residents were served pineapples, which had been cut in half, filled with fruit salad, topped with ice cream, garnished with cream swirls and wafers. (15-18)





By Sundale's Operations Engagement Manager, Nicolle Whiteley.



My Orange Sky journey!

I recently completed an application to volunteer for Orange Sky Australia after enjoying being a volunteer at the Commonwealth Games held on the Gold Coast in 2018.

After attending Orangtation (yep, that's what they call their Orientation session) and successfully completing an online exam, I undertook my first Orange Sky shift and officially became part of the Orange Sky Volunteer Family. I was super excited, just ask anyone in Sundale HQ!

So, what does Orange Sky do?

Orange Sky is Australia's first mobile laundry service for the homeless. A world first, and it started in Brisbane in October 2014 by two 20-year-olds, Nic Marchesi and Lucas Patchett.

The Orange Sky vans are kept running by volunteers attending shifts. There is a team of 46 paid staff based in Brisbane headquarters who look after all the 'other stuff' like operations, brand and communications, fundraising, finance, technical and HR.

And what's Orange Sky's Mission/ Vision?

To positively connect communities. A world where people who are homeless are positively connected to the community.

I met up with the Team Leader and we jumped into 'Mikey' (the van, yep they all have names too) and we were on our way to help to positively connect our friends in need through free laundry, showers and conversation. We arrived at our destination and our friends were eagerly awaiting our arrival. We unpacked the orange chairs, hoses, laundry baskets and fired up the generator!

Our friends filled the laundry baskets and the machines were up and running. It's AMAZING what you can fit into a standard sized van like Mikey. Two front load washing machines, two industrial driers, a generator, 6 orange chairs, laundry baskets, washing detergent and the list goes on!

I met 8 new friends and 3 Orange Sky Volunteer family members recently and shared conversations with each of them on the orange chairs. In the time that it takes to wash and dry a friend's clothes (about one hour), there's not a lot to do but sit down and have a chat.

It was an opportunity for all of the Orange Sky Volunteers and friends to have a genuine and non-judgmental conversation, and it helped to provide a person doing it tough with a positive connection back to their community. Who'd have thought I would have enjoyed 4 hours of washing/ folding duties as much as I did. I felt a sense of purpose that was absolutely like no other.

I'm so pleased I have joined the Orange Sky Volunteer Family to help with their mission to Positively Connect Communities! I cannot wait for my next shift in two weeks.

PS – if you're wondering where the name 'Orange Sky' came from..... the song, Orange Sky by Alexi Murdoch, was a huge inspiration for the co-founders, Nic and Lucas, when they first decided to build a mobile laundry van. The entire message of the song is about 'helping out your brothers and sisters', which is an important part of what we do at Orange Sky every day around Australia.

Milestones

Happy Birthday Marion and a massive congratulations for reaching 100 years of age!



Hip, hip hooray to Shirley who recently celebrated her birthday.



Happy birthday to Gloria who walked the red carpet as part of her birthday celebrations at McGowan this month.

Congratulations to Neil and Betty Garrett who celebrated their 67th Wedding Anniversary on the 21st of March.



Farewell and thank you Peter Clark.

Peter stood down as a Director from the Sundale Board after five years of wonderful service.



World's Greatest Shave

One of the hall marks of Sundale 2.0 is a culture which empowers staff to make a positive impact on the lives of others every single day.

Lynne Sergeant is a perfect example.

Lynne lost her partner, Leigh, to blood cancer in 2018.

Since Leigh's diagnosis, Lynne has been growing her hair, so she could one day cut it off and donate it and make wigs for children and adults who have lost their hair undergoing chemotherapy.

Earlier this month Lynne lost her locks as part of the Leukaemia Foundation's World Greatest Shave and raised \$1,200 to help more Australian's beat blood cancer.



In the news

Sundale CEO Daniele Mackenzie had the honour of being featured in SHINE Business Women.

The interview was conducted pre-COVID-19, but one of her responses is eerily relevant to the unfolding crisis.

"There's no doubt the sector is facing many challenges, however, I think the key to Sundale's recent success is a new way of thinking.

I encourage everyone within the business to be kind, courageous and compassionate leaders."

[LINK TO STORY](#)

FOR SALE

Palmwoods Garden Village
Unit 19 (\$325,000)



Unit 19 at Palmwoods Garden Village is a light, bright and airy unit that is peaceful and privately positioned.

This 2-bedroom, 1-bathroom unit has been beautifully refurbished with tasteful neutral tones throughout, allowing you to add your personalized splash of colour.

Sit back and relax under your undercover back patio overlooking rolling green pastures or enjoy a cuppa on your front patio while watching the native bird life flourish around you.

Our homes have been thoughtfully designed to help you live in your own home longer. Spacious easy access kitchen, complete with stone bench tops, new stainless-steel appliances and an abundance of cupboard space will make entertaining a delight. Seamlessly flowing through to the air-conditioned open plan dining and lounge areas.

The lounge is located on the north side of the unit bringing in the morning sun creating a feeling of warmth and welcoming upon entering the unit.

The main bedroom has an abundance of natural light and the second bedroom, also with a built-in robe, has ample space for a double bed or create your own home work station.

Walk into your fresh bathroom that is stylish, modern and well-appointed offering a roomy shower with safe access.

Time to put your feet up. Our on-site maintenance team attends to the entire Village, landscaping and general repairs of your unit so you can enjoy your independent lifestyle.

At the heart of this village is the Community Clubhouse that has a village calendar brimming with activities just waiting for you to explore. Take in a movie, enjoy a game of indoor bowls or have a swim in the outdoor heated pool. Sundale's homes and vibrant village attract like-minded retirees who enjoy a strong emphasis on keeping healthy and active while living within a hassle-free environment.

Palmwoods Garden Village is Ideally located within a few minutes walk to shops, train station, cafes and restaurants in the idyllic town village of Palmwoods and is a perfect place to call home.

Would you like to know more about Palmwoods Garden Village – Unit 19? Call 1800 786 325.

Six things to consider when choosing a Care Centre

Choosing a Care Centre for yourself, a partner, a loved one or a parent can be a daunting and emotional experience.

Often the transition into a Care Centre coincides with ailing health or the realisation that someone isn't coping and looking after themselves as well as they once did.

With so many aged care service providers to choose from on the Sunshine Coast, what factors should you consider when making a decision?

Location

Where do you want to call home? Do you want to move closer to family, friends or children interstate or do you want to stay local and connected to the local community?

Health and wellness services

There's plenty of Sunshine Coast Aged Care Centres to choose from, but which one offers the health and wellness services that best align with your needs, be it emotional, spiritual, social or physical?

Friends and neighbours

Who can't you live without? A large percentage of people overlook the importance of maintaining close relationships with friends and neighbours when they move

into a Care Centre. Yes, you'll make new friends and have new neighbours but I think it's important you maintain strong links with your existing circle of friends.

Price

How much can you afford? Do you have enough set aside if your needs change or need additional care and assistance in the future?

Continuum of care

If you're happy and feel supported in a community, the last thing you want is to move when your needs change. That's why some people research Retirement Communities and Aged Care Centres through the lens of future needs. At Sundale, we can provide additional care, meals and assistance in your home, if and when you need it. We can also facilitate moves directly from a Sundale Retirement Community to a Sundale Care Centre on the same site, if and when your needs change.

Pets

If you're an animal lover, make sure your Care Centre is pet friendly. Pets are wonderful and can also assist with the transition into a Care Centre.

Caroline Dixon is Executive Assistant to CEO and Stakeholder Engagement at Sundale