

We value
showing kindness
& compassion



SUNDALE
CREATING COMMUNITIES SINCE 1963

Spotlight

NO 19 | OCTOBER 2020

The Voice of the Sundale Community





From the CEO's desk

The introduction of Aged Care Direction (No.12) allowed Sundale to further ease COVID-19 restrictions at its Care Centres.

It has been another remarkable month at Sundale.

The introduction of Aged Care Direction (No.12) allowed Sundale to further ease COVID-19 restrictions at its Care Centres.

We are currently formulating a framework which will include a bus excursion schedule that will allow care recipients to safely leave Sundale's Care Centres as a group.

There was an extremely important milestone for Sundale team members earlier this week, with the introduction of organisation wide Values & Behaviours.

We're delighted to announce the launch of Sundale's Values & Behaviours.

With a focus on residents/clients, teamwork and dedication, the Values & Behaviours form part of Sundale's cultural transformation and were created following feedback and recommendations from Sundale's Employee Engagement Survey.

There are 16 positive Values & Behaviours which Sundale champions, including:

- Caring passionately for our residents
- Showing kindness and compassion
- Making clients our top priority
- Putting residents needs first
- Making residents' feel valued and special
- People respecting and caring for each other

- Sharing the workload
- Pulling together to deliver care
- Banding together
- Supporting each other
- People going the extra mile
- Performing above and beyond
- Sincerity and empathy toward clients
- Having fun and being happy
- Care and respect for our residents

The Values & Behaviours will be displayed prominently throughout each site and Sundale HQ via posters, pull-up banners, mouse pads and other exciting initiatives planned for the coming weeks and months.

After two years and 99 days of public hearings and more than 10,000 submissions which included shocking and heartbreaking stories of abuse and neglect, the Royal Commission into Aged Care Quality and Safety released 124 recommendations earlier this month.

There's no dispute the current system is broken and needs urgent reform.

Care Centres

I completely embrace the Commissioners' 124 recommendations and I'm determined to play a proactive part in reform and be a catalyst for sector change, not only for Sundale and its team members, residents and care recipients, but for every Australian, who deserves access to exceptional aged care services which exceed their expectations.

I'm extremely proud of the progressive steps we have already taken at Sundale, however change will be uncomfortable and at times challenging, but fundamentally worthwhile.

Another great initiative was also launched this month – the unveiling of Sundale's mental Health Champions.

Sundale's Mental Health Champions are passionate about health and wellbeing and have undergone significant training.

If you need support, a sounding board or someone to talk to, I encourage you to reach out to:

- Ramya Ravavarapu
- Lisa Wilkins
- Jocelyn (Joce) Cummings
- Lee Smith
- Tanika Dymock
- John Mugliett
- Melissa Hatch-Green
- Sonya Reitmann
- Julie Irving
- Justine Baker
- Christine Sewpersad
- Jodi Gillis
- Kendyl Cameron
- Jan Van Loggerenberg
- Kim McGowan
- Alexis McLennan
- Fiona Amos

Finally, I encourage you to read The Sunshine Coast Daily's wonderful story about Sundale hairdresser Eunice Krome.

For more than 40 years Eunice has been providing comfort, kindness and compassion to Sundale's residents.

Thanks, and appreciation,

Danielle Mackenzie
Sundale CEO



In line with Aged Care Direction (No.12), the following restrictions are in place at Sundale's Care Centres, despite no confirmed cases of COVID-19.

PART 1 – REQUIREMENTS FOR ALL RESIDENTIAL AGED CARE FACILITIES

9. A person must not enter, or remain on, the premises of a residential aged care facility in the State of Queensland from the time of publication of this direction until the end of the declared public health emergency if:

- a. during the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia; or
- b. during the 14 days immediately preceding the entry, the person has been in a place which at the time of entry is a COVID-19 hotspot, outside of the Border Zone; or
- c. Note: for the purposes of this Direction, a COVID-19 hotspot does not include an area in the Border Zone.

- d. during the 14 days immediately preceding the entry, the person had known contact with a person who has a confirmed case of COVID-19; or
- e. the person has a temperature equal to or higher than 37.5 degrees or symptoms of acute respiratory infection; or
- f. the person does not have an up to date vaccination against influenza, if the vaccination is available to the person.

Example – the vaccination is not available to a person with a medical contraindication to the influenza vaccine.

- 10.** The operator of a residential aged care facility must take all reasonable steps to ensure that a person does not enter or remain on the premises of the residential aged care facility if the person is prohibited from doing so under this Direction.

Care Centres

- 13.** Nothing in this Direction is to be taken to prevent a resident of a residential aged care facility from entering or remaining upon the premises of the residential aged care facility.

PART 2 – MANAGING ACCESS TO NON-RESTRICTED RESIDENTIAL AGED CARE FACILITIES

VISITORS

- 21.** A person may enter a residential aged care facility under this part and in accordance with paragraph 9 above.

Example – a medical practitioner, hairdresser or attorney

- 22.** Care and support visits, other than an end of life visit, are limited to a maximum of two visitors at a time per resident.

- 23.** For end of life visits, more than two visitors may visit a resident at one time.

- 24.** If a person is attending a residential aged care facility to visit a resident, they must, to the extent reasonably practicable:

- practise physical distancing; and
- limit their contact with other persons at the facility.

RESIDENTS

- 25.** The operator of a residential aged care facility may permit a resident to leave the facility, including to receive end of life or palliative care, receive or access health care, attend family gatherings, undertake exercise, or attend a funeral.

Note – residents who form part of a familial group (for example, couples, siblings) or close friends should be permitted to leave the facility together.

In line with Phase 3 of Sundale’s roadmap to easing restrictions, the following conditions remain in place at Sundale’s Care Centres.

CARE CENTRES

Care recipients are allowed to leave Sundale for a range of reasons, including but not limited to:

- Exercise;
- Attending small family gatherings (as long as physical distancing can be maintained);
- Receiving or accessing health care including mental health and allied health services;
- Receiving end of life support or Palliative Care;
- Attending a funeral;
- Visiting another residential aged care facility.

Sundale will require 48 hours notification of any care recipient leave requests. This is to ensure sufficient time is allocated to undertake all relevant risk assessment processes prior to the care recipient’s leave commencing.

In line with Aged Care Direction (No.12), care recipients can have two visitors at any one time. There is no limit on the number of visits allowed in a day or the length of each visit. For end of life visits, more than two visitors may visit a care recipient at one time.

Visitors must register their intent to visit by contacting their Care Centre.

Sundale may also allow the following persons to visit a Sundale Care Centre, including but not limited to:

- Hairdressers;
- Legal advisors;
- Mental health providers (e.g. diversional therapists and music therapists);
- Allied health providers (e.g. podiatrists).

qVisitors, including team members, health workers, volunteers, etc. will not be allowed to enter a Sundale Care Centre unless they have an up-to-date seasonal flu vaccination.

ONGOING CONDITIONS

The following conditions remain in place at Sundale’s Care Centres. Visitors and care recipients must:

- Practice social distancing - stay at least 1.5 metres away from others;
- Make certain there is at least 4 square metres per person when indoors;
- Practice hand hygiene;
- Practice respiratory hygiene;
- Frequently clean and disinfect your environment;
- Be willing to undergo a screening process (including temperatures / previous travel).

From 1 May 2020, the Australian Government requires everyone who enters an aged care facility to have an up-to-date seasonal flu vaccination.

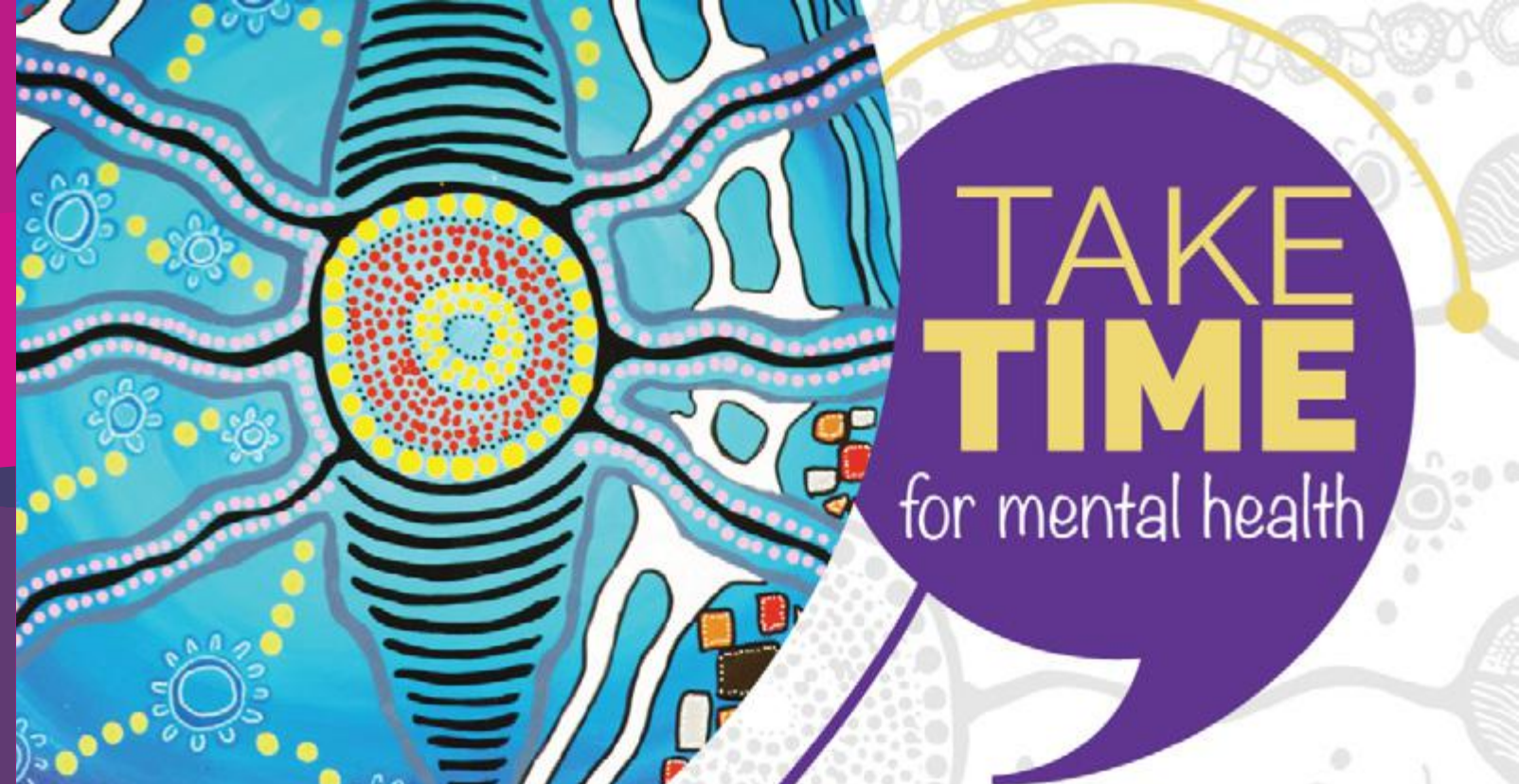
FACE MASKS

Sundale has also made the considered decision to provide reusable cloth face masks and/or single use surgical face masks to all Care Centre team members and visitors to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Sundale's Mental Health Champions

Sundale's Mental Health Champions are passionate about health and wellbeing and have undergone significant training
If you need support, a sounding board or help, please reach out.

NAME	LOCATION	PHONE	EMAIL
Melissa Hatch-Green	Aloaka	5422 4500	melissa.hatch-green@sundale.org.au
Ramya Ravavarapu	Aloaka	5422 4500	ramya.ravavarapu@sundale.org.au
Jocelyn (Joce) Cummings	Bowder	5441 0750	jocelyn.cummings@sundale.org.au
Fiona Amos	Bindaree	0448 098 459	fiona.amos@sundale.org.au
Lisa Wilkins	Bindaree	4975 2999	lisa.wilkins@sundale.org.au
Justine Baker	HQ	0436 807 363	justine.baker@sundale.org.au
Lee Smith	HQ	0436 944 808	lee.smith@sundale.com.au
Kim McGowan	In-Home Care	0436 832 861	kim.mcgowan@sundale.org.au
Tanika Dymock	In-Home Care	5450 4444	tanika.dymock@sundale.org.au
Alexis McLennan	JGCC	5441 0723	alexis.mclennan@sundale.org.au
Christine Sewpersad	JGCC	5441 0729	christine.sewpersad@sundale.org.au
Sonya Reitmann	McGowan	5441 0708	sonya.reitmann@sundale.org.au
John Mugliett	Nambour	0403 502 160	john.mugliett@sundale.org.au
Jodi Gillis	Palmwoods	5457 4444	jodi.gillis@sundale.org.au
Jan Van Loggerenberg	Rod Voller	5453 8333	jan.vanloggerenberg@sundale.org.au
Julie Irving	Rod Voller	5453 8333	julie.irving@sundale.org.au



Did you know 10-18 October was Mental Health Week in Queensland?

Queensland Mental Health Week encourages all of us to think about our mental health and wellbeing, regardless of whether we may have a lived experience of mental illness or not.

The week also gives us the opportunity to understand the importance of mental health in our everyday lives and encourages help seeking behaviours when needed.

This year's theme is Take time — for mental health.

Take time is about the simple yet proven things everyone can do to boost mental wellbeing! It is also about breaking down the stigma associated with mental illness.

If you need support, please reach out to one of Sundale's Mental Health Champions, who are based at each site.

Sundale's Mental Health Champions are passionate about health and wellbeing and have undergone significant training.

International Day of the Older Person



Sundale paused to acknowledge the 30th anniversary of the United Nations' International Day of the Older Person on 1 October.

Sundale is a richer, warmer and kinder organisation because of our residents and care recipients and the wisdom and guidance they constantly provide.

On behalf of the entire Sundale team, happy International Day of the Older Person and thank you for the support you have given us and the love you have shown us.

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.



Aged Care Royal Commission update

As many of you know, I have been watching the Royal Commission into Aged Care Quality and Safety with a keen interest, given the enormous ramifications it will have on the sector.

The Commission's Final Report is not due for release until February 2021, however, last week the Commissioners, Tony Pagone QC and Lynelle Briggs QC detailed 124 recommendations after two years and 99 days of public hearings and more than 10,000 submissions which included shocking and heartbreaking stories of abuse and neglect.

Building upon last year's scathing Interim Report which found Australia's aged-care services are underfunded, mostly poorly managed and all too often unsafe and seemingly uncaring, the Commissioners sweeping recommendations for reform detailed how to transform a broken system.

Key recommendations include:

- A new aged care act;
- Three-and-a-half hours of direct care per resident per day;
- Stopping GPs prescribing antipsychotics;
- More Indigenous staff;
- A public star rating system allowing families to compare nursing homes for quality and safety;
- More nurses;
- An aged care pricing authority to tell the Government how much needs to be spent on aged care rather than the Government deciding what the Budget can afford;
- Registering all carers;
- Clearing the home care waiting list by the end of next year.

There's no dispute the current system is broken and needs urgent reform.

I completely embrace the Commissioners' 124 recommendations and I'm determined to play a proactive part in reform and be a catalyst for sector change, not only for Sundale and its team members, residents and care recipients, but for every Australian, who deserves access to exceptional aged care services which exceed their expectations.

I'm extremely proud of the progressive steps we have already taken at Sundale, however change will be uncomfortable and at times challenging, but fundamentally worthwhile.

A focus on future-modelling in the past 18 months and significant investments in technology, team members and resources means Sundale has become a more agile and responsive business.

We are perfectly positioned to deliver exceptional care and stimulating and engaging activities in our Care Centres, vibrant, community focused lifestyle options at our Retirement Communities and outstanding support via our dedicated In-Home Care division.

Plans are also well underway to transition Sundale from a medical model of care to a service and social model of care.

You can learn more about the Commission's 124 recommendations by visiting their website.

Finally, thank you to every single Sundale team member for your kindness and resilience throughout this extraordinary year.

Your hard work, respect and compassion for our residents and care recipients hasn't gone unnoticed.

National Safe Work Month



Did you know it's National Safe Work Month at Sundale?



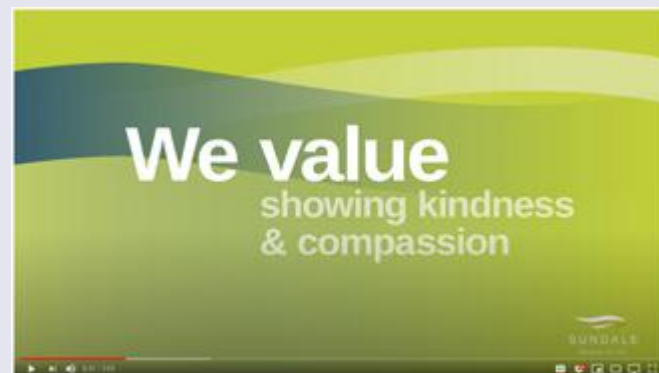
Values and Behaviours



We're delighted to announce the launch of Sundale's Values & Behaviours.

With a focus on residents/clients, teamwork and dedication, the Values & Behaviours form part of Sundale's cultural transformation and were created following feedback and recommendations from Sundale team members.

The Staff Advisory Group also wanted to reach out and reveal the Values & Behaviours that are important to them.



In focus

NAME Jacinta Creedy

POSITION Executive Manager People, Safety, Learning & Culture

LOCATION Across all Sundale Sites

HOW LONG HAVE YOU LIVED AT SUNDALE?

Started on Monday 12 October 2020

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?

Cast your mind back to Festival Hall in Brisbane. I saw Joan Jet and the Black Hearts – amazing.

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?

Generally, anywhere near beautiful clear oceans and clean beaches. For my culture kick, I adore Italy.

WHAT'S THE LAST BOOK YOU READ?

Everyday Creative, A dangerous guide to making magic at work by Mykel Dixon

WHAT ARE YOU PASSIONATE ABOUT?

Family first.

WHAT'S YOUR FAVORITE MOVIE?

A Star is Born with Bradley Cooper and Lady Gaga

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?

There are probably a few things that at the time did not seem crazy but looking back it probably was to others. No matter what "crazy thing" I did though worked out and certainly helped me grow as a person.

WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?

Outlanders. I am really enjoying the Scottish scenery and of course the lead actor.

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

A famous singer, like Adele or Pink. It would be amazing to be able to sing in front of a packed stadium, feel that energy and give so many people a great time. They make it look so easy.... I'm flat out holding a tune while singing to my new Grandson

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?

Sto imparando l'Italiano. I hope one day that you could class it a "talent"

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

Elvis Presley, Mother Theresa, Winston Churchill, Dali Lama

Christmas Carols

Sundale has made the difficult decision to cancel its traditional Christmas Carols at Nambour Garden Village.

The decision prioritises the health and wellbeing of the entire Sunshine Coast community.

Instead, Sundale is hosting a series of Christmas Carols at its Care Centres, with the support of the SingSpire Chorus Community Choir.

Sundale residents will need to check their letterbox for a special invitation in the coming weeks.

In the news

For more than 40 years Eunice Krome has been providing comfort, kindness and compassion to Sundale’s residents.

Thank you for the wonderful article Sunshine Coast Daily.



📷 Eunice Krome, who was a teenager when she started doing residents’ hair at Sundale’s Nicklin Lodge in 1977, says she still goes home with a smile on her face. Picture: Supplied

 **LAURA PETTIGREW**

18th Oct 2020 11:00 AM

🔒 Subscriber only



Eunice Krome was a teenager when she started doing residents’ hair at Sundale’s Nicklin Lodge in 1977. She says she still goes home with a smile on her face.

Before Sundale’s first hair salon opened in 1981, Ms Krome, often with her two children in tow, would push a trolley around the grounds to each of her clients.

The Coast hairdresser said she has no intention of putting down the tools.

“People ask me when I’m going to retire, but I have no plans to stop. I’m lucky I’m still fit and healthy and can do it,” Eunice said.

Eunice said her long chats with residents have always been her favourite part of the job.

“They’re delightful, their stories, their lives. You go home and the smile is still on your face,” Eunice said.

“It’s a wonderful job because I get to help people.

“However, I get just as much back, if not more from being part of Sundale.”

- [Coast’s Dreamtime cruise sets sail](#)
- [Grave warning as Coast’s fire risk heats up](#)

COVID-19 restrictions, implemented to prioritise the health and safety of Sundale’s residents, required Ms Krome to keep her distance, but demand for her services is now as strong as ever.

She now works three days a week.



📷 Before Sundale’s first hair salon opened in 1981, Eunice Krome often with her two children in tow would push a trolley around the grounds to each of her clients. Picture: Supplied

Sundale CEO, Danielle Mackenzie said the residents thoroughly enjoy their trips to the salon.

“Eunice has become a dear friend to hundreds of residents at Sundale,” Ms Mackenzie said.

“Over the past four decades Eunice has done so much more than cut hair. She’s provided comfort, kindness and compassion to our residents.”

“She’s a wonderful part of the Sundale team and we’re a richer organisation because of her involvement.”

“She’s a wonderful part of the Sundale team and we’re a richer organisation because of her involvement.”

Sundale is a community based, not for profit, retirement and care centre organisation that supports the needs of its community via outstanding care and assistance services.

 community  haircut  hairdressing salon  nambour business

 sundale nambour





CELEBRATING WITH SUNDALE

The residents and staff at Palmwoods went back in time recently to the roaring-twenties. (1-5)

Guten-Tag from the residents at James Grimes Care Centre who recently celebrated Oktoberfest with apple strudels, pretzels, games, a beer pouring competition (it's actually tea) and a quiz!

Sundale's amazing chefs also prepared a delicious BBQ lunch with German inspired treats. (6-9)

Residents at James Grimes Care Centre recently let their inner artists loose during a Jackson Pollock inspired painting party. (10-14)

Milestones

Hip hip hooray!

McGowan resident Lucy Olsen celebrated her 100th birthday yesterday! She spent the day surrounded by family, but enjoyed an early party with her carers and fellow residents on Friday.

is the proud mother of three, a grandmother of five, a great grandmother of nine and a

On behalf of everyone at McGowan, thank you Nicala McGillivray.

Nicala has spent the past two months on loan from Rod Voller Care Centre and ensured McGowan's new Lifestyle Coordinator, Haley Austin, received the best start possible.

The residents at McGowan are going to miss you Nicala! (14)

Well this is wonderful and delicious!

McGowan Site Manager, Kim McGowan received a special delivery of cupcakes for the residents from Kuluin State School. (15)

great great grandmother of one.

Happy birthday Lucy. (A)

Hip, hip hooray also to Marie Gregory who turned 90 years young earlier this month. (B)

Happy birthday to McGowan resident Walter Vinson who recently celebrated his 80th birthday. (C)

