



SUNDALE

CREATING COMMUNITIES SINCE 1963

Spotlight

NO 16 | JULY 2020

The Voice of the Sundale Community





From the CEO's desk

The resilience everyone continues to show makes me extremely proud to be part of the Sundale team.

Hello Sundale community,

Thank you for your ongoing kindness, compassion and support of Sundale's management of the evolving COVID-19 situation.

The resilience everyone continues to show makes me extremely proud to be part of the Sundale team.

Overnight, Queensland Health released Aged Care Direction (No.8).

As a result, Sundale has significantly tightened visitor restrictions at its Care Centres.

I encourage you to take a moment to review the Care Centre section in this newsletter which outlines the latest information and requirements set out by Queensland Health.

Sundale fully supports Aged Care Direction (No.8) which will help protect the health and wellbeing of care recipients and team members and minimise the threat of COVID-19 entering a Sundale Care Centre.

You only have to look at the heartbreaking scenes currently unfolding at a number of Victoria's aged care homes, where providers are struggling to maintain staffing levels and basic standards of care, following the recent outbreak of COVID-19, to understand the severity of the situation.

Away from the COVID-19 situation, three articles really caught my attention in this edition of Sundale Spotlight.

The first was the profile on Sundale HR Manager, John Haywood and the remarkable work he and his wife, Katrina, are doing in rural Cambodia.

The second is a link to a story in the Sunshine Coast Daily about Hazel Green, Sundale's oldest resident, who celebrated her 104th birthday earlier this month.

The third is about the relationship between the talented students at Burnside State Primary School and the residents at McGowan who are sending cards to each other.

It's easy to be consumed by the ever-evolving and at times frightening COVID-19 situation, but John, Hazel and the residents at McGowan are leading by example and highlighting to all what we should be focusing on.

Thanks, and appreciation,

Danielle Mackenzie
Sundale CEO

Care Centres

Overnight, Queensland Health released Aged Care Direction (No.8).

Effective immediately:

Part 1 - Requirements for all residential aged care facilities (Care Centres)

6. 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:
- during the 14 days immediately preceding the entry, the person arrived in Australia from a place outside Australia; or
 - during the 14 days immediately preceding the entry, the person has been in a COVID-19 hotspot; or
 - 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
 - the person has a temperature equal to or higher than 37.5 degrees or symptoms of acute respiratory infection; or
 - 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

7. 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.

8. Despite paragraph 6(e), a person (other than a person whose presence at the premises is for the purposes of providing health, medical, personal care, or pharmaceutical services to a resident of the residential aged care facility), may enter and remain on the premises for the period reasonably required to provide an emergency service that is necessary for the effective operation of the residential aged care facility or to protect the health and safety of staff and residents on the condition that the person must practice social distancing wherever possible, including maintaining a distance of at least 1.5 metres.

Example – A plumber may make emergency repairs if an employee or contractor with an up to date vaccination against influenza is unable to attend.

Note – An ambulance officer, nurse, doctor or other health care worker is not permitted to enter premises under this paragraph and must have an up to date influenza vaccination due to the health risks posed by close contact with aged care residents if the vaccination is available to the person.

9. Despite paragraph 7, the operator of a residential aged care facility may allow a person to enter and remain on the premises in accordance with paragraph 8.

10. 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.

Contact information

12. The operator of a residential aged care facility must collect and keep contact information about all visitors, including volunteers and contractors, for contact tracing purposes for a period of 56 days, unless otherwise specified. This information must include: name, phone number, email address, and the date and time of the visit. If requested, this information must be provided within a stated time. The information should be securely stored, not used for any other purpose and deleted after 56 days.

Part 2 - Managing access to non-restricted residential aged care facilities

13. The purpose of this Part is to manage contact between residents and non-residents of a residential aged care facility, other than a restricted residential aged care facility.

Visitors

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

In line with Sundale's roadmap to easing restrictions, and in line with Aged Care Direction (No.8), the organisation has reverted back to Phase 1, which includes Window Therapy.

Sundale's Window Therapy program allows family members to see and connect with their loved ones through a window. Family members and friends can book a Window Therapy session by contacting their Care Centre.

Importantly, all internal lifestyle programs in each Care Centre have been bolstered to further support our care recipients, including access to technology including smartphones and iPads for communication with family members.

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

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

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

Residents

Sundale has made the considered decision not to permit a resident, excluding an end of life resident, to leave the facility except:

- to receive or access health care; or
- to attend a funeral; or
- in the case of emergency or on any other compassionate grounds.

This appropriate decision has been made to protect the health and wellbeing of Sundale's care recipients and team members to help minimise the threat of COVID-19 entering a Sundale Care Centre.

Sundale will reassess this decision every 72 hours.

Wearing of 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 fully supports Aged Care Direction (No.8) which will help protect the health and wellbeing of care recipients and team members and minimise the threat of COVID-19 entering a Sundale Care Centre.

LASA

Earlier this month, Sundale's CEO Danielle Mackenzie, received an unexpected and wonderful surprise.

She had been selected as a finalist in the Queensland Leading Age Services Australia Excellence in Age Services Awards.

Without her knowledge, Danielle was nominated for the Individual Category, which aims to recognise people who have made an outstanding contribution to the age services sector.

Humbled, but also extremely proud, the nomination gave Danielle the opportunity to reflect on what Sundale has achieved over the past year.

Danielle is particularly proud of Sundale 2.0, a framework which will allow the organisation to cater to the evolving needs of the community for decades to come. But most importantly, the countless proactive, positive changes the team has made, which allows Sundale's residents and

care recipients to live the life they choose, within a caring and supportive community.

The awards will be announced on 7 August 2020 to coincide with Age Care Employee Day.

Until then, everyone at Sundale has their fingers (and toes) crossed Danielle.



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

Landmark new research by Flinders University shows Australians strongly support increased funding to ensure universal access to high-quality aged care services in the future.

The research is the first of its kind internationally and was conducted for the Royal Commission into Aged Care Quality and Safety. Based on a survey of 10,000 adults not currently using aged care services, its findings are presented in Research Paper 6 – Australia's aged care system: assessing the views and preferences of the general public for quality of care and future funding.

The Royal Commissioners, the Hon G T Pagone QC and Ms Lynelle Briggs AO, say the research confirms Australians want high quality aged care to be delivered and accept more funding is part of the solution. The Royal Commission's interim report found that a fundamental overhaul of the design, objectives, regulation and funding of aged care in Australia is required. Societal barriers to the acceptance of reform were identified as an important area of future investigation.

Nearly 90% of the people who participated in the research agreed that the Government should provide higher funding for aged care services. Almost 60% agreed there should be a reallocation of public expenditure to aged care. On average, those people thought the share of public expenditure to aged care should be doubled.

The majority of people said they would be willing to make co-contribution payments if they needed to access aged care services in the future. People with current experience of the aged care system would be willing to pay a higher co-contribution than those without current experience. Over 70% of people would be willing to pay a larger co-contribution to

receive the support they need to remain living at home rather than entering a residential aged care facility.

The majority of current income taxpayers said they would also be willing to pay higher tax to fund aged care adequately. On average, current income taxpayers would be willing to pay an additional 1.4% income tax per year to ensure satisfactory quality aged care is delivered, and a further 1.7% per year (for a total rise of 3.1%) to achieve high quality aged care.

Participants in the study felt the most important attributes of satisfactory quality aged care are being treated with respect and dignity, aged care staff having appropriate skills and training, and receiving the health and wellbeing services they need. The most important attributes to elevate from satisfactory to high/very high quality are the ability to lodge complaints with confidence that appropriate action will be taken, followed by sufficient, and skilled and qualified, aged care staffing, and health and wellbeing services. Being supported to make your own decisions about care and services was among the less influential characteristics, even though this is a central tenet of the current aged care system.

The research ties in with a consultation paper released by the Royal Commission in June that sets out options for the future financing of aged care. Funding and financing is currently one of the focuses of the Royal Commission's investigations.

Article courtesy of the Royal Commission into Aged Care Quality and Safety

Heart of gold



Helping others comes naturally to Sundale HR Manager, John Haywood. Known among staff for his kind and affable nature, John has been an invaluable member of the Sundale family since 2007, claiming the most rewarding aspect of his role is making a difference to the lives of employees.

It comes as no surprise that John and his family have been supporting those in need through their charitable endeavours for many years.

"I guess it's just always been a family ethos," says John. "My wife Katrina and I are former foster parents and I have always been involved in clubs such as APEX and Rotary."

But there's one charity that has pulled at the heartstrings of the Hayward family since they first discovered their incredible work in rural Cambodia.

Build Your Future Today (BFT) is a non-government, not for profit organisation that works predominantly with people living in the outlying villages of Cambodia.

An avid traveller, John says he and Katrina have travelled to Cambodia several times to volunteer with the organisation and are yet to see the level of poverty that exists anywhere else they've been.

"They have no access to government services, most villages don't have schools, there's no electricity and no water. They are mostly subsistence farmers. Many of them have to travel to Thailand where they are generally paid \$5 US dollars for a 12-hour work-day and they send as much of that back to their family as they can," says John.

"The main aim of the organisation is to provide basic education and skills training as well as providing villagers with the financial means to become self-sufficient and take care of themselves."

John's wife, Katrina, a registered nurse, first discovered the organisation during a visit to help set up a health service in 2012. She and John returned in 2015 and spent 15 months volunteering in the rural villages of Siem Reap province.

"It was one of the most rewarding periods of my life, working side by side with an incredibly dedicated team. They accomplish so much with so little in helping to lift villagers living in abject poverty in remote villages to the point where they are able to provide themselves and their children with the prospect of a brighter, sustainable future," says John



Making a real difference where it counts, Katrina and John were instrumental in raising funds to purchase a four-wheel-drive for the organisation to help the BFT team members travel to the remote villages.

"Because they go to villages where the roads are really bad, they needed a four-wheel drive so when Katrina returned from her first visit, we raised enough money here on the Sunshine Coast through dinners and raffles to buy them one."

Although these days John may not have such a hands-on role with the organisation, he continues to help them online.

"Their English is not very good, even those who have been to University, so I am regularly online, writing letters or doing reports to sponsors and donors," says John.

But there will always be a piece of his heart in Cambodia.

"I think I fit in quite well in Cambodia, because I'm able to put myself in the shoes of others and appreciate the position they're in and do what I can from the position I'm in to help them.

"In HR there are some days when I have some difficult tasks. I'm sometimes the messenger of unpleasant news. But there are a lot of days when I can really help people and make a difference to the lives of our employees just like we try and help the people of Cambodia."

We are so glad you are part of the Sundale team John.

Hearing to examine evolving impact of COVID-19 on aged care

A hearing dedicated to the responses by the aged care sector to COVID-19 and the effect of those responses on aged care services is being held from 10 to 13 August 2020.

This hearing was first foreshadowed by Commissioners in May 2020 when they announced the commencement of an investigation to help them understand the impact of the pandemic on older Australians living in aged care facilities or receiving home care, and on their families and their carers. Commissioners determined to inquire into the measures put in place to protect older Australians, their families and those employed in aged care in order to consider how best to react to such events in the future while balancing the need for safety and wellbeing for all.

The pandemic continues to unfold around the world. In Australia, it is Victoria that is presently particularly affected. Commissioners and staff of the Royal Commission are monitoring closely the outbreak in Victoria and, in particular, how it affects people receiving aged care services and their loved ones.

On 31 March 2020, the Prime Minister wrote to Commissioners and asked them to take into account the COVID-19 pandemic in the conduct of their inquiry. In particular, the Prime Minister asked that Commissioners give consideration to the effect of the pandemic when seeking information from or otherwise engaging with governments or private entities who are at the front line of the fight against the pandemic in order to ensure that they could do their work without

distraction. The Commissioners have done this and continue to do so.

While the upcoming hearing will include an examination of whether there have been systemic failures and the sector's preparedness for the unfolding crisis in Australia, the focus of the hearing will not be specifically on the Victorian response to the pandemic. Commissioners have considered the evolving and ongoing nature of the crisis in Victoria, and in particular in residential aged care services in Victoria. To focus their inquiry on the Victorian response at this time would unnecessarily distract the State, affected aged care providers, and those working within affected aged care services and in aged care across Victoria more generally. Importantly, such a focus would cause unnecessary additional stress and distress for those grieving the loss of loved ones and those concerned for the wellbeing of others.

The Royal Commission's hearing will focus on the response to the COVID-19 pandemic in aged care, and what can be learned from this experience for responding to future pandemics, infectious disease outbreaks or other emergencies. This will include consideration of:

- the role and responsibilities of State, Territory and Federal governments in responding to such crises in aged care services
- what should be done and by whom in the future to support the aged care sector to respond to pandemics, infectious disease outbreaks or other emergencies

- the balance between managing risks posed by a future pandemic or infectious disease outbreak and maintaining the overall health and wellbeing of aged care recipients including their mental health and quality of life
- the measures taken by the health and aged care sectors to respond to the pandemic including transporting infected residents to hospital
- the impact of those measures on older Australians receiving aged care services, their families and their carers
- challenges faced by the aged care sector including those relating to management, workforce and access to personal protective equipment
- any other related matters.

The Royal Commission expects to learn from how residential aged care facilities including Newmarch House, Dorothy Henderson Lodge and Opal Care Bankstown responded to the crisis, and what more could have been done to support them.

The purpose of the inquiry is not to find fault or apportion blame.

The hearing will be conducted virtually. Attendance at the hearing will be closed to the public and to the media due to the COVID-19 pandemic. The hearing will be accessible through live video streaming on the Commission's website. Transcripts will also be made available of the proceedings.



In focus

NAME Jackie Bates

POSITION Kitchen Assist/ Hospitality

LOCATION Boyne Island

HOW LONG HAVE YOU WORKED AT SUNDALE?

4 months

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?

Bon Jovi

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?

Austria

WHAT'S THE LAST BOOK YOU READ?

Lord of the Rings

WHAT ARE YOU PASSIONATE ABOUT?

My family

WHAT'S YOUR FAVORITE MOVIE?

The Wizard of Oz

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

Solo Parachute Jump

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

My sister so I could spend time with my mom

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

I have passed my motorcycle test and used to ride them a lot

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

My brother, my dad, my mom and my sister



Is retirement living right for me?

As we age our financial, work and family commitments change and there comes a time in everyone's lives when they need to consider their living options, particularly as they enter the retirement years.

Perhaps you're still living in the family home and looking to downsize or maybe the social interaction of a retirement village really appeals to you.

It's important to consider what you really want out of your retirement before you make any big decisions about your next move. If you're looking for independent living with the support and help available when you need it, a retirement community could be the right choice for you.

If you're thinking long-term, then co-located villages, such as Sundale are a great option. They offer retirement village living with an attached aged care facility onsite, so you don't have to worry about moving as your needs change.

To help you decide if retirement village living is right for you, we've compiled a list of things you might like to consider.



What is it like to live in a retirement village community?

Most retirement villages have a warm and welcoming community. You'll live alongside like-minded neighbours with the opportunity to make new friends. Many villages offer a lively social calendar with activities such as quiz nights and hobby groups, so you will never be bored.

What are the homes like?

Homes in retirement villages are purpose-built for retirees, which means they are low maintenance, allowing you more time to do the things you enjoy. Sundale offers a choice of units to suit your specific needs.

What about my independence?

Retirement village living allows you to still lead an independent life. You can choose to participate in group activities and outings but there is no obligation to do so. Unless you want extra support or companionship, you'll be able to go about your daily routines, hobbies and interests as normal. In fact, recent research suggests that independence, socialisation and freedom have replaced downsizing, home and health as the top triggers for moving into a retirement community.

What are the facilities like?

Nearly all retirement villages have a communal TV and communal dining area at a minimum, and many have swimming pools, gyms, hair salons, and more. Sundale residents can connect with the community in the spacious clubhouse, relax in the large outdoor living and entertaining areas, kick back in the library and cinema or unwind in the heated swimming pool. Everything is right on your doorstep. There's even a bus to take you to and from your shopping or appointments.

What if my health deteriorates and I need more support?

If you're happy and feel supported in a community, the last thing you want is to move when your needs change. Sundale's major point of difference to other providers is continuum of care, meaning there will be clear healthcare pathways available if you need them.

Some villages, including Sundale even offer specialised support for certain health conditions such as dementia. One of the greatest benefits of living in a retirement village is peace of mind. You can relax knowing that support is there if you need it.

Mark James is Executive Manager of Corporate Performance

CELEBRATING WITH SUNDALE

The Wild West came to Palmwoods recently, complete with 'Wanted' posters of the residents! (1-4)

The wonderful children at Burnside State Primary School recently sent cards to the residents at McGowan.

In response, the residents, including Alice, Betty, Elva, Eunice and Joyce made and sent their own hand made cards back to the students. (5-7)

We're thinking Sundale's residents should hold their own art show!

Recently the residents at Rod Voller used bubble wrap and the 'flick technique' to create some flower masterpieces. (8,9)

The fun never stops at Palmwoods, with residents enjoying a fairy-tale fun day earlier this month. (10,11)

In July the residents at James Grimes Care Centre celebrated National Pyjama Day with sideshow alley games and pancakes with strawberries and cream – yum! (12,13)

Welcome to Palmwoods Garden Village Joan and Beryl.

Joan has one of the best views in the village overlooking the heated swimming pool, while Beryl will be able to relax in

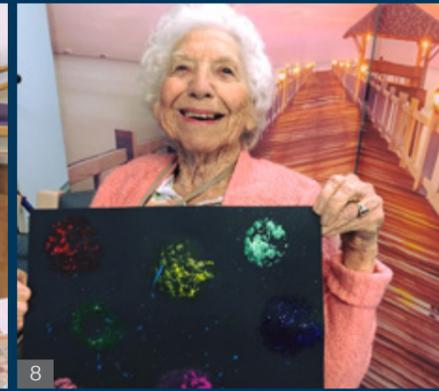
her low maintenance garden and recently refurbished unit.(14,15)

MILESTONES

Happy birthday to Eunice White at McGowan, who celebrated her 90th birthday on the 4th of July.

Farewell and thank you Lyn Thorogood, who retired earlier this week after 25 years of outstanding service at Sundale.

Congratulations Lyn and enjoy retirement.



Happy 104th birthday Hazel

Hip, hip, hooray and happy birthday to Sundale's oldest resident, Hazel Green, who celebrated her 104th birthday at McGowan this month.

As part of Hazel's birthday celebrations, she was interviewed by The Sunshine Coast Daily.

Two of Hazel's quotes really stood out:

"I have a lot of lovely people around me, I just love Sundale it's like being at home."

"I haven't got time to have a hobby because there is always someone in visiting me, I couldn't be in a better place."



© Mrs Green celebrated her 104th birthday at Sundale on Tuesday. Picture: Contributed

In 1933 the Sundale resident married her late husband George Green, who she described as everything she ever wanted, in Nambour's Presbyterian church.

The pair lived on a farm in Bald Knob for nine years before they settled in their family home at Mooloolah.

"He died years ago (1955), he busted his leg and got a blood clot," Mrs Green said.

"It was very hard when he passed away, he worked as a timber cutter and was just a good bloke, he was just what I wanted."

LIFESTYLE

Hazel happy with her 104 years of 'good life'



© Hazel Green turned 104 on July 7. Picture: Contributed

Laura Pettigrew

17th Jul 2020 3:38 PM

Subscriber only



From the despair of losing her children to celebrations of pure joy, Hazel Green has experienced all that life has to offer in her 104 years.

Born in Toowoomba in 1916, Mrs Green celebrated her 104th birthday at Sundale in Nambour on July 7 with friends, balloons and cake.

['Bright, shining light:' Shark attack victim farewelled](#)

Mrs Green said she'd had a "good life" and credited her longevity to a healthy diet and state of mind.

"My life has been wonderful, I had a good family and a good life," she said.

"The secret to a long life is eating well and good dairy food.

"You also shouldn't hold grudges, don't fight, just live your life. I always say laugh and the world laughs with you, if you cry, you cry alone."



© Mrs Green was born in Toowoomba in 1916. Picture: Contributed

Together George and Hazel had two children, Allan and Lorie, who have both sadly passed away.

Mrs Green said she regularly thought about her son Allan, who died at the age of five and her other son Lorie, who succumbed to cancer 12 years ago.

"It was a bad time in my life, but we got over it you got to keep going and let them go," she said.

"I still think about them both, you wonder what they would have been like and all that stuff goes through your head, but they are not here, so that's all there is to it."

Despite her heartache Mrs Green has carried her positive attitude and zest for life through her 104 years.

She said it was particularly wonderful to see her grandchildren and great grandchildren grow up.

"They are all beautiful in my eyes and they come visit me as much as they can," she said.

"It's been lovely to spend time with them; I've had a really good life."

She said she felt lucky to be surrounded by an amazing group of people.

"I have a lot of lovely people around me, I just love Sundale it's like being at home," she said.

"I haven't got time to have a hobby because there is always someone in visiting me, I couldn't be in a better place.

"Celebrating at my party was lovely, and the cake was beautiful."