



SUNDALE
CREATING COMMUNITIES SINCE 1963

Spotlight

NO 20 | NOVEMBER 2020

The Voice of the Sundale Community



A woman with short dark hair, wearing a red short-sleeved top and black trousers, stands on a paved path outdoors. She is smiling and has her hands in her pockets. The background shows green foliage and a path leading into the distance.

From the CEO's desk

Can you believe we pause to celebrate Christmas in just 26 days!

It has been another extraordinary month at Sundale.

In a considered move we have further eased restrictions, with Clubhouses now open to external visitors, however, visitors must comply with Sundale's Conditions of Entry, which are in place to keep everybody safe.

Sundale's Values & Behaviours have really struck a chord, with the posters, mouse pads, weekly desktops, KeepCups, water bottles and lanyards a visual reminder of the cultural transformation that is well and truly underway.

In a first for the organisation, Sundale hosted a virtual AGM last week. The forum may have been different, but the structure was very familiar. Members also submitted their questions and voted online.

It's wonderful to see so many Sundale's residents having a brilliant time.

In the past month they've created masterpieces, embraced State of Origin, celebrated the Melbourne Cup with Fashions on the Field and Champagne lunches, enjoyed spook-tacular Halloween parties, and started the Christmas countdown with a range of activities.

Finally, please take a moment to read a wonderful story submitted by In-Home Care customers, Joyce and Amos Swift which reveals the amazing impact Sundale has had on their family.

Thanks, and appreciation,

Danielle Mackenzie
Sundale CEO

Clubhouses

From 30 November, Sundale’s Clubhouses will be open to external visitors.

Any persons willing to enter a Sundale Clubhouse must comply with the following Conditions of Entry.

- Be willing to undergo a screening process (including temperatures / previous travel);
- Keep social distancing;
- Stay at least 1.5 metres away from others;
- Make sure there is at least 2 square metres per person when indoors;
- Practice hand hygiene;
- Practice respiratory hygiene.

Sundale residents and visitors are not permitted to enter a Sundale Clubhouse if they answer yes to any of the screening questions or if their temperature is more than 37.5 degrees.

In accordance with the Queensland Government’s 2 square metres per person when indoors directive the following limits also apply:

Sundale has also implemented additional measures at its Clubhouses to help protect everyone’s health and safety.

Location	Capacity
Coolum Waters Clubhouse	50 persons maximum
Palmwoods Gardens Village Clubhouse	Main area – 42 persons maximum Snooker area – 15 persons maximum Please note, 50 persons only are permitted to be in the Palmwoods Garden Village Clubhouse at any one time.
Rotary Garden Village Clubhouse	Main area – 35 persons maximum Snooker area – 12 persons maximum Cinema – 12 persons maximum (using alternative seating) Please note, 50 persons only are permitted to be in the Rotary Garden Village Clubhouse at any one time.

Returning to the office

Please practice
social distancing



To protect the health and wellbeing of every team member, we’ve implemented a few HQ Hygiene Protocols.

The following requirements are mandatory.

- 1 Enter Sundale HQ via the front door only;
- 2 Sanitise their hands upon entry to Sundale HQ every time they enter;
- 3 Undergo a temperature check in Sundale HQ reception;
- 4 To prevent crowding in the HQ foyer, a COVID safe QR code will be located on each floor. Please scan the QR code using your smartphone to launch and complete the form. If you need to use the COVID safe check-in app on the tablet at reception, please be mindful of team members and visitors and maintain social distancing;
- 5 Upon arrival to your workstation, wipe down your desk, equipment and other frequently touched surfaces using alcohol-based antibacterial wipes provided. This must be done prior to starting work and at the end of each day;
- 6 Cover your mouth with a tissue when you cough or sneeze. Please dispose of the tissue in the bin, then wash your hands thoroughly with soap or sanitise your hands;
- 7 Sanitise your hands prior to entering the kitchen areas;
- 8 Sanitise your hands prior to visiting another level and upon entry;
- 9 When visiting team members, please respect their work environment and maintain 1.5 metres at all times.

Aged Care Royal Commission update

How far do people move to access aged care?

New research shows many people in non-metropolitan regions move more than 100 kilometres, or drive for more than 60 minutes, from their home when they begin permanent residential aged care or use respite in an aged care facility.

The research, which was conducted by the Office of the Royal Commission into Aged Care Quality and Safety, is based on people accessing aged care services on 30 June 2019. The findings are presented in Research Paper 16 – How far do people move to access aged care? which is available on the Royal Commission's website.

In regional and rural areas the share of people that moved over 100 kilometres to enter permanent residential care varied between 10% and 16%. The share increased to 34% among the people who had been living in remote regions and 53% among those who had been living in very remote regions.

Aboriginal and Torres Strait Islander people

tended to move further than other people to enter residential aged care if they were living in metropolitan or rural areas, but moved less distance if they were living in remote or very remote regions.

Younger people living in residential aged care facilities tended to have moved further than older people in all regions except for very remote communities.

The research used data that is routinely collected by the Department of Health and could be updated annually to assist with planning to make aged care services more accessible to people in different communities.

The research paper was prepared for the information of the Royal Commissioners and the public. To read the Royal Commission's research papers, please visit:

<https://agedcare.royalcommission.gov.au/publications/research-paper-16-how-far-do-people-move-access-aged-care>

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.



Cultural transformation update



Sundale's new Values & Behaviours focus on teamwork, specifically:

People respecting and caring for each other;

Sharing the workload;

Pulling together to deliver care;

Banding together;

Supporting each other.

The posters, mouse pads, weekly desktops, KeepCups and water bottles which highlight these recently implemented Values & Behaviours link to a strategic plan which was updated to address some of the worrisome themes identified in the most recent Employee Engagement Survey.

In the past six months, a lot of work has also gone on behind the scenes to improve the culture at Sundale, including:

- The distribution of the survey results to all team members;
- The creation of specific Values & Behaviours (developed in partnership with the Staff Advisory Group);
- The inclusion of cultural benchmarks in new team member employment contracts, induction manuals and performance reviews;
- The facilitation of tailored leadership training to 40 team members to boost their leadership capabilities and emotional intelligence.

However, there is still a lot more work to do. In the coming months, Sundale will:

- Facilitate follow-up leadership training with 40 team members and analyse their collective strengths and weaknesses;
- Undertake comprehensive reviews of the 40 team members to better understand their behaviour and performance at work;
- Provide classroom based-training to the 40 team members so they better understand the characteristics of effective leadership and the importance of acknowledging good behaviour and challenging poor behaviour;
- Provide further progress reports.

In the first half of 2021 Sundale will also conduct another Employee Engagement Survey,

At our most recent Employee Engagement Survey, Sundale achieved an engagement score of 67 per cent. I am committed to lifting our overall engagement score four percentage points to 71 per cent so Sundale is in line with the Australian average.

Thanks, and appreciation,

Danielle Mackenzie
Sundale CEO

Sundale AGM

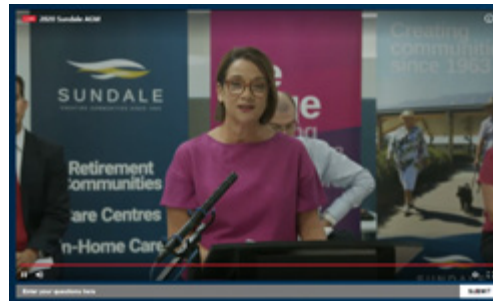
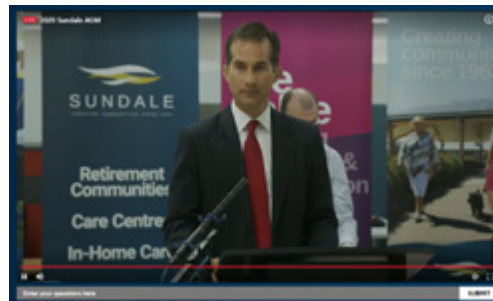
Earlier this month Sundale hosted a virtual AGM.

The forum may have been different, but the structure was very familiar, with presentations from:

- Chairperson – John Woodward;
- CEO – Danielle Mackenzie;
- Infrastructure and Development Committee Chair – Troy Wainwright; and
- Audit Finance and Risk Committee Chair – Christine Perren.

Members also submitted their questions and voted online.

Congratulations to everyone involved.



For many, 2020 will be defined by COVID-19.

We hope Sundale's care recipients and residents remember it as the year of kindness.

Throughout the pandemic, Sundale's team members have shown enormous kindness, resilience and compassion, often under trying circumstances to care for and support each other and our care recipients and residents.

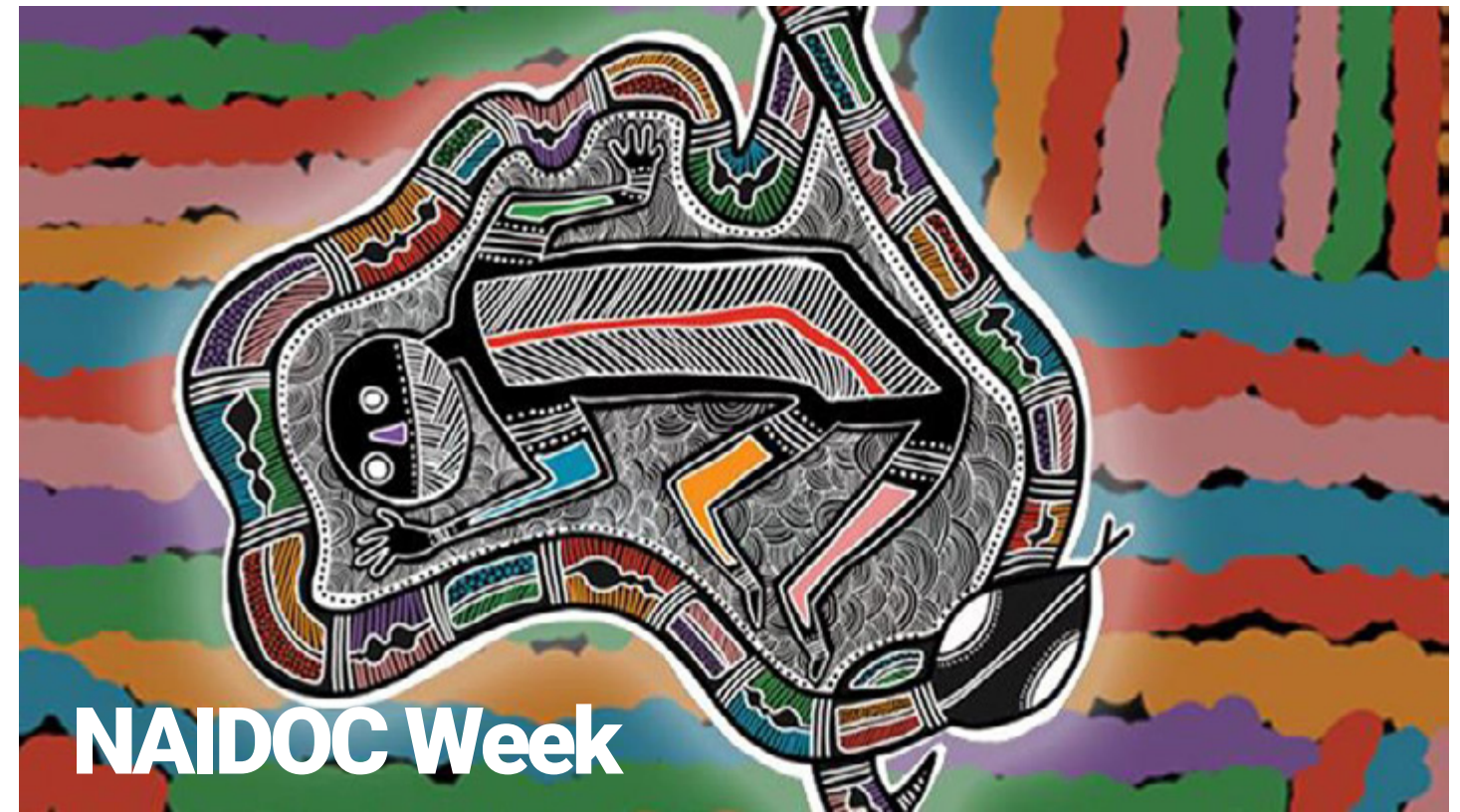
Earlier this year Sundale launched the Kindness Campaign, which highlighted the generosity of the local Sunshine Coast and Gladstone communities, who wrote and drew beautiful messages of love and support to our care recipients.

World Kindness Day on November 13 was a timely reminder of how little things can have a big impact.

Kindness is about creating moments of delight in another person's day – letting another driver into traffic or making your co-worker a cup of tea. It also comes from celebrating each other's differences and fostering inclusion.

This year's theme was about instigating a shift away from 'Random Acts of Kindness' to favour 'Intentional Acts of Kindness'. It encouraged us to build a kind gesture into our daily routine and seize opportunities to make a difference.

At Sundale, kindness is at the heart of everything we do, and we will continue to work hard to make our corner of the world that little bit brighter.



November 9 to 13 marked NAIDOC Week, a celebration of the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

The week was a great opportunity to participate in a range of activities and support Sundale's local Aboriginal and Torres Strait Islander community.

The 2020 theme Always Was, Always Will Be, recognised that First Nations people have occupied and cared for this continent for more than 65,000 years.

NAIDOC Week has become a mainstream event across the country, celebrated by Australians from all walks of life.

At Sundale, we are extremely proud of our Indigenous team members, their amazing

contribution and the care and kindness they provide to our care recipients and residents.

Earlier this year, we welcomed Christine Stuart from the Gubbi Gubbi people, who delivered the Welcome to Country at the official opening of Sundale's HQ in Nambour.

The Gubbi Gubbi people have lived on their lands (Nambour and surrounds) for thousands of years. Their history is long and based on caring for the land through understanding nature.

While NAIDOC Week may be over for another year, I encourage you to learn more about your local Aboriginal and Torres Strait Islander community and the amazing contribution they have made to your local region.

Generation Innovation

Sundale is proud to sponsor Generation Innovation (GI), a challenge for 15 to 25-year olds to start their own businesses.

Last week the 2020 Final Pitch Event was held at the sunshine Coast Convention Centre, with Sundale's Head of IT, Bradley Shannon on the judges' panel.

Caroline Dixon and Aimee Yates were also at the event representing Sundale.

Congratulations to Communibee, created by Justin and Karl.

In the news

Sundale CEO Danielle Mackenzie was recently featured in the Australian Ageing Agenda. She spoke about what lessons Sundale has learnt throughout the COVID-19 pandemic.



THE QUESTION

We asked three aged care CEOs

What lessons are you learning that can be implemented in a post-COVID world?

An accelerated need to reimagine the business

Sundale is a community based, not for profit, with a footprint that includes care centres, retirement communities and in-home care support throughout the Sunshine Coast, Boyne Island, near Gladstone and Kilcoy in the Somerset Region of South-East Queensland.

The ongoing COVID-19 aged care crisis, particularly in New South Wales and Victoria, has highlighted the need for providers, including Sundale, to take measured, proactive steps to prepare for the unthinkable.

The pandemic has also provided key learnings that can be implemented in a post-COVID-19 world.

Effective, consistent, transparent communication has been at the forefront of our approach to managing the situation and will continue.

Honest, regular communications to our team members, residents, care recipients and their family and friends has also strengthened relationships and trust within Sundale.

COVID-19 has accelerated the need to reimagine the business.

We're currently investigating ways to streamline decision-making processes so we're nimble and agile. We're also

exploring new ways of working and delivering care.

There's been additional rigor applied to planning and the review of our processes to ensure decisions that are made today can handle challenges both planned and unexpected in the future.

The virus has highlighted the importance of innovation and technology, with both playing a more substantial role at Sundale in the years to come.

The threat of COVID-19 entering a Sundale care centre or retirement community has also emphasised the importance of acting with integrity, tenacity, kindness and compassion.

The power of a calm, steady and authentic voice, in the face of swirling uncertainty cannot be underestimated.

If and when the sector returns to normal, I also hope providers continue to share key learnings with each other, both positive and negative, and are not scared to put their hand up and ask for help if and when they need it. ■

Danielle Mackenzie is chief executive officer of Queensland provider Sundale



Danielle Mackenzie

Sundale Scholarship Fund

Congratulations to the seven Sundale team members who have been awarded a Sundale Scholarship Fund.

- \$10,000 (Sir Clem Renouf Scholarship) – Shannon Lee – Diploma of Nursing
- \$5,000 – Molly Staite – Bachelor of Nursing Science
- \$5,000 – Andrew Anduari – Diploma of Nursing
- \$5,000 – Karla Villagrancia – Masters of Nurse Practitioner or Masters Gerontology
- \$5,000 – Emily McLennan – Diploma of Leadership & Management
- \$1,200 – Ross Drummond – Gerontology Physio Level 1
- \$1,800 – Rachel Ryan – Diploma of Quality Auditing

The Sundale Scholarship Fund reinforces our commitment to providing education pathways to team members so they can attain a recognised qualification.

The financial grants also help remove some of the barriers often associated with further education.

Congratulations to all of this year's winners, particularly Shannon Lee, who is the inaugural winner of the Sir Clem Renouf Scholarship, which was established to help honour the legacy of Sundale founding father, Clem Renouf, who sadly passed away earlier this year.

In the past two years, the Sundale Scholarship Fund has awarded \$100,000 to team members.

Remembrance Day

At 11am on the eleventh day of the eleventh month, Australia stopped to remember.

Our care recipients and team members marked Remembrance Day with touching tributes across a number of Sundale sites.

It was a fitting way to remember those who made the ultimate sacrifice.



CELEBRATING WITH SUNDALE

There's clearly no shortage of artists at Rod Voller Care Centre! Look at the masterpieces our residents created during a recent painting session. (1,2)

A friendly rivalry took over our Care Centres for the State of Origin series. Our residents and team members also pulled out all the stops for the decider! (3)

The residents at James Grimes Care Centre enjoyed their own Melbourne Cup festivities earlier in the month, with June Glanville winning Fashions on the Field.

The Fashions on the Field was also a tough race to call at Bowder, McGowan and Palmwoods. (4,5)

At Rod Voller, the Melbourne Cup consisted of saddles being oiled the day before, a hair and makeup station in the morning, followed by the Voller Cup Race, a Champagne lunch, sweeps and mocktails and cheese platters whilst the race was on. (6)

Palmwoods Care Centre residents enjoyed a spook-tacular party for Halloween! (7)

However, they weren't the only ones, with residents at James Grimes Care Centre also celebrating the day. (8,9)

Rotary Garden Village recently welcomed Victor and Rhonda Flatt.

Victor's mother was a resident within our Nambour Care Centres.

Their long-term home at Yandina bordered a bush setting and tree lined creek, so their new three-bedroom home at Rotary Garden Village was an easy transition. (10)

Sundale's residents are definitely getting into the Christmas spirit.

Gladys Patterson helped put the finishing touches on a Christmas tree at Coolum Waters, while Pam Parker made festive succulent pot plants for her back porch. (11,12)

It's beginning to look a lot like Christmas thanks to the wonderful residents at McGowan who hand painted Christmas figurines which will be used at table centerpieces. (13,14)

Congratulations Rosemary at McGowan who won the Care Centre's first ever game of Bedroom Bingo.

Bedroom Bingo - all residents receive a sheet of paper with 20 numbers. Each morning, three new numbers appears are announced. The first resident to get all the numbers is the winner. (15)



1



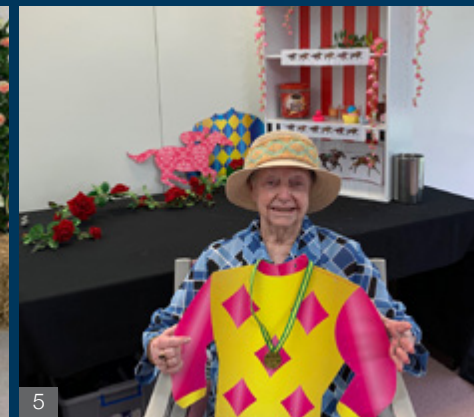
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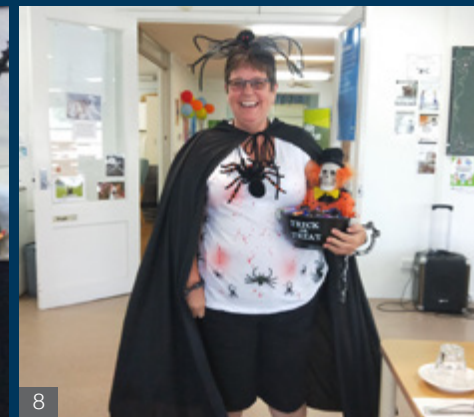
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8



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10



11



12



13



14



15

Milestones

Happy birthday to Betty Garrett at James Grimes Care Centre who enjoyed a delicious cake to mark her 93rd birthday. She was very happy to spend the day with family.



Hip, hip, hooray to Beth Burton at McGowan who celebrated her 87th birthday earlier this month.



Happy birthday to Rosemary Bridge who celebrated her 88th birthday on Melbourne Cup Day.

Rosemary enjoyed the double celebration, even taking out first place in the Fashions on the Field Competition.



In focus

NAME Bradley Nix

POSITION Maintenance

LOCATION Nambour

HOW LONG HAVE YOU LIVED AT SUNDALE?

13 months

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?

The Mooloolaba Pub Sunday Sessions back in the good old days (late 80s)

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?

Fraser Island

WHAT'S THE LAST BOOK YOU READ?

Man-Eaters of Kumaon / Jim Corbett

WHAT ARE YOU PASSIONATE ABOUT?

Fishing, camping, 4WD

WHAT'S YOUR FAVORITE MOVIE?

Hacksaw Ridge

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

Bungee jumping at Cairns

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

Tom Hanks

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

I can sew

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

Sean Connery, Gilligan from Gilligan's Island, Madonna, Alice Copper

Joyce Swift story

Sundale has a proud history of serving the community, and it's heartening to see generations of one family turn to Sundale for their care needs.

Joyce Swift and her husband Amos are valued In-Home Care customers, and Joyce recently shared with us what impact Sundale has had on her family.

My father, Arthur Geissmann was in the James Grimes Care Centre in the early 1970's. He is pictured here with his sister, my Aunt Hilda, outside the building.

My father was a World War I veteran and has many health problems because of this. He was cared for during his last years, and seeing the care provided to him by the nursing sisters inspired me to join the Sundale Women's Auxiliary.

We knitted all the blankets, like the one on my father's lap, one for every resident. We helped with the tea run and provided company to the residents. Once a month we held a party, and it was my job to make the sandwiches. I would buy 8 loaves of bread and make all sorts. Now it has become my turn to be cared for in my older years by Sundale.

I have only positive words to say about Sundale. We feel so well supported; we are very spoilt. Amos and I have lived in this house for over 70 years, we raised our 3 children here. It has so many memories and we really feel we can stay here with Sundale supporting us. The carers are so kind and help me do things I can't.

Thank you to all the staff of Sundale, you make a difference.