

# AGED CARE *in action*



Aged Care

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# NATIONAL DIRECTOR MESSAGE

Dear All,

*It gives me considerable pleasure to share with you The Salvation Army Aged Care's Aged Care in Action Issue 3, our biannual newsletter that features content from our Residential Aged Care, Retirement Living and Salvos Home Care teams across the country.*

Since we shared Issue 2 with you, we celebrated International Day of Older Persons in October last year, with a special visit from celebrity gardener Jamie Durie, who worked with the residents of Pacific Lodge Aged Care Centre to make over a few of their garden beds. We also supported our National Disability Insurance Scheme team with a visit to Sydney's Taronga Zoo, the story of which is additionally included in this edition of Aged Care in Action.

The past six months have been eventful for our teams who continue to work hard across Australia to provide care and services to our much-loved older Australians.

It has also seen the continuation of quite profound change across the Aged Care sector, with a range of significant reforms implemented that are designed

to put older Australians first, whilst also improving quality, safety, and choice in aged care – reforms in respect of which The Salvation Army Aged Care fully supports and has wholeheartedly embraced.

Our Territorial Headquarters staff have also continued to pursue the considerable amount of work required to plan for and commence the implementation of The Salvation Army Aged Care's new Strategic Plan.

Our Strategic Plan outlines a new Strategic Aspiration for The Salvation Army Aged Care that even more closely aligns with the mission and vision of The Salvation Army to support the most vulnerable in our communities with the love of Jesus. In addition to our current residents and clients, this will include building our capacity to care for even more people experiencing hardship.

I am personally excited by the opportunity to be able to grow our services in this way so that we can continue to provide care and support for older Australians in need, and for The Salvation Army Aged Care to find new ways and places where we can make a difference.

Looking forward into 2024, the Department of Health and



Aged Care is developing a new Aged Care Act and new Aged Care Standards that, subject to passage in Parliament, will be operative from July this year. Our teams are already working on how these changes will impact that ways in which we as an Aged Care provider operate in Australia and on incorporating these new Standards into our care and services.

On behalf of The Salvation Army Aged Care, I'd like to thank you for supporting our centres and services and hope you enjoy the stories we are sharing with you from our teams across the country.

Sincerely,

**STEPHEN MACLIVER AM**

NATIONAL DIRECTOR

THE SALVATION ARMY AGED CARE ■

# STRATEGIC PLAN 2022-2032



Refine The Salvation Army Aged Care Models of Care and build our capacity to more effectively support the most disadvantaged older people experiencing hardship



Re-align The Salvation Army Aged Care's Residential Aged Care and Home Care service locations and uplift property quality to achieve our Strategic Plan



Improve the systems and processes that support our staff to deliver safe, high quality and compliant care and support



Increase workforce engagement by aligning skills training and leadership development to our service model

Renew our systems - including technology, data, frameworks and processes - to optimise service efficiency and effectiveness

Develop a capital management model to sustainably fund our Strategic Aspiration



# ABOUT THE SALVATION ARMY AGED CARE'S STRATEGIC PLAN

*The Salvation Army Aged Care is one of The Salvation Army Mission Enterprises and we care for and support older people through residential aged care, retirement living and home care services throughout Australia.*

As part of our ten-year Strategic Plan, The Salvation Army Aged Care has developed a Strategy on a Page (pictured left) which outlines how we will implement our Strategic Plan.

## OUR MISSION

The Salvation Army is a Christian movement dedicated to sharing the love of Jesus. We share the love of Jesus by:

- + Caring for people
- + Creating faith pathways
- + Building healthy communities
- + Working for justice.

## OUR VISION

Wherever there is hardship or injustice, Salvos will live, love and fight alongside others transforming Australia one life at a time with the love of Jesus.

## OUR VALUES

Recognising that God is already at work in the world, we value:

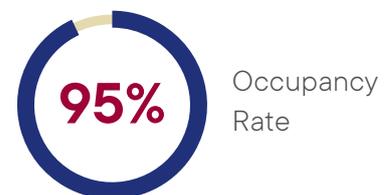
- + Integrity
- + Compassion
- + Respect
- + Diversity
- + Collaboration.

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**WE COMMIT OURSELVES IN PRAYER AND PRACTICE TO THIS LAND OF AUSTRALIA AND ITS PEOPLE, SEEKING RECONCILIATION, UNITY AND EQUITY.**

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## WHO WE ARE AND WHO WE SERVE



# DEVOTIONAL



*There are many events throughout the year that we celebrate and two of those major events in the Christian calendar are Christmas and Easter.*

When I think of the word “celebrate,” it is usually surrounded by words like joy, happiness, excitement and anticipation. The Oxford Language dictionary describes “celebrate” as a significant or happy day or event with a social gathering or enjoyable activity.

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***THIS SEEMS A STRANGE WAY TO DESCRIBE GOOD FRIDAY, A DAY THAT JESUS, THE SON OF GOD WAS PERSECUTED, RIDICULED, AND LED AWAY TO BE CRUCIFIED.***

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I don't believe that there were many on that day who were celebrating. They were left in

a space of grief, sadness and disbelief because of what had taken place. This was not a time for celebration.

But on the third day, as dawn broke and those who were mourning went to be by the tomb, grief turned to fear then to anger and disbelief as they realised that Jesus was not in the tomb.

It was not long until they discovered that this in fact would be the greatest celebration of them all;

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***THE AMAZEMENT AND SURPRISE OF THOSE WHO GATHERED DISCOVERED THAT JESUS WAS NOT DEAD BUT HAD RISEN.***

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What a celebration - what joy, what excitement when they realised that the Son of God who

had been crucified on Friday had returned with the promise of the gift of eternal life.

Now that is something to celebrate, a significant and joyful day to gather together and praise the incredible power and gift that is Jesus.

As you sit in the solemn place of Good Friday and ponder the sacrifice that was made on that day remember that Sunday is coming so get ready to celebrate.

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***“DON'T BE ALARMED,” HE SAID. “YOU ARE LOOKING FOR JESUS THE NAZARENE, WHO WAS CRUCIFIED. HE HAS RISEN! HE IS NOT HERE. SEE THE PLACE WHERE THEY LAID HIM.”***  
***MARK 16:6. ■***

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# FAITH IN ACTION

*“I first came to Sydney from a country area to train as a Dental Therapist at Westmead,” says Major Bronwyn.*

“Not long after arriving, I visited the Parramatta Salvation Army, as I had relatives who attended another Corps of The Salvation Army.” Major Bronwyn has now been a Chaplain with The Salvation Army Aged Care for twenty-seven years with four appointments at various Residential Aged Care Centres across Australia. When reflecting on her ministry, she recalls,

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***“I FELT A CALLING TO GIVE OF MY LIFE AS ACT OF HOLINESS WHEN I HAD BEEN AN EMPLOYEE AND SOLDIER OF THE SALVATION ARMY FOR SEVERAL YEARS.”***

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It seems that Major Bronwyn has an innate ability to connect with and care for those in need, noting, “at each Centre I was at, there was at least one resident who I seemed to do more for.” The story of her unwavering care is especially evident from her time at Bethesda Aged Care Centre in Rockhampton, Queensland, where she supported a blind resident.

“He really had a connection with me, as I started doing all these health-related things for him,”

she says. “We did everything from getting new orthopaedic shoes that he could walk in and updating his hearing aids. Then, of course, nursing staff were able to treat his chronic wounds and over time, his quality of life improved dramatically. Even though he was blind, he still strived to live abundantly as he had an active mind listening to the radio and audio books,” Major Bronwyn explains.

“After a few months of coming to Chapel at the Centre, he said he was quite interested in developing his faith more and wanted to attend the local Salvation Army Corps as well,” says Major Bronwyn. She would drive him to The Salvation Army Corps in North Rockhampton as soon as Chapel service was over. “He became a member as an enrolled adherent of The Salvation Army,” she goes on to say.

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***“HE WAS QUITE HAPPY TO LET EVERYONE KNOW HE BELONGED TO THE SALVATION ARMY AS HE HAD A WAVING FLAG DANGLING FROM THE FRONT OF HIS WALKING FRAME.”***

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When considering her various appointments as a Chaplain, Major Bronwyn notes that the most enjoyable aspect of each role has been the people she engages with. When considering



the unique spiritual care needs of a resident, Major Bronwyn emphasises the importance of knowing them as an individual.

“First of all, you have to learn a little bit about a person to see what interests they have, and then see how you can enhance those interests, so that they still have quality of life in terms of what is interesting for them.” ■

# OPERATION ELEPHANT



*Over that last seven-plus years, Karly Brooks has had, “the honour and privilege” of knowing and caring for Woodport Aged Care Centre resident, Sandy, she says.*

“Sandy is a courageous but gentle woman who is faced daily with intense challenges caused by her mental and physical health decline,” Karly goes on to say. “There are no cures for Sandy’s conditions, so with the support and guidance of Sandy, her family, and General Practitioner, what we do at The Salvation Army is strive to make the most of every moment.”

Last year, Sandy expressed to her NDIS Support Workers from The Salvation Army Aged Care that she would like to meet an elephant before God takes her

and everyone at The Salvation Army Aged Care did their best to make that happen. Indeed, after a few phone calls and a lot of planning, Sandy and her good friend and fellow resident, Gary, and their NDIS Support Workers, Lauren, Kate, Rob and Karly, with Registered Nurse, Very, got into the Woodport bus and travelled from the Central Coast to Taronga Zoo.

Once there, the group met with staff from Redfern’s Territorial Headquarters and a Zoo volunteer of 13 years who expertly guided everyone past the various animal exhibits and towards the elephant enclosure. On the way to the elephant enclosure, the group saw monkeys, lions, frogs, giraffes and stopped for a team photo with the Sydney Harbour Bridge in the background.



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**HOWEVER, KARLY SAYS THE ZOO VISIT WAS TO ULTIMATELY, “FULFILL A DREAM AND MEET THONG DEE AND PAK BOON THE TWO MAJESTIC ASIAN ELEPHANTS WHO CALL SYDNEY HOME.”**

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Indeed, “during the encounter, Sandy was able to get up close and personal with Thong Dee and Pak Boon as they leant in with offerings of elephant kisses, gently laying their trunk on Sandy’s arm and showing curious intrigue for her wheelchair.” Sandy was also able to stand up with support next to an elephant and give it a pat.



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**“THE GREAT THINGS WE DO AS A TEAM REALLY DO LAST FOREVER,” KARLY SAYS. ■**

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# CREATING CONSISTENT CARE WITH SALVOS HOME CARE

*For David, the process of finding support for himself and his wife Joan, who has dementia, first commenced after Joan had her Aged Care Assessment Team (“ACAT”) assessment.*

From there, David was put in contact with home care providers, and Madeline from Salvos Home Care first reached out. Over the last two and a half years, Joan has had assistance from Salvos Home Care, and a Home Care Worker visits their house weekly.

David states that the weekly Salvos Home Care Worker visit is of benefit to Joan for the consistency that they provide. “I think the current carer we have now; that person has been able to build up a close rapport with Joan,” says David. When considering what tasks and daily activities the carer assists with,



he notes that changes each week according to what is needed.

“There is one day where the carer is with Joan for four hours, so that includes personal care and social support services and it’s not uncommon for that time to be occupied by going to have a haircut or a cup of coffee. I think Joan quite enjoys that, so that side is really good,” David explains. “The other occasion our Salvos Home Care Worker is here for three hours, and she actually helps Joan get out of bed, so the carer is sufficiently familiar to Joan, so that works fairly well.”

For David himself, having a Salvos Home Care Worker weekly is not just of benefit to Joan, but also himself as the full-time carer. He notes that having the carer, even just for a few hours, allows him also to do other tasks.

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***“IT GIVES ME TIME DO THINGS I OTHERWISE WOULD HAVE DIFFICULTY TO DO OR WOULD HAVE TO FALL BACK ON FAMILY FOR HELP,” HE SAYS.***

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“By way of example, you can’t just leave and get in the car and go to the shops; that just can’t be done. From that point of view, it’s that freedom to be able to get out and do things that you otherwise would find difficult to organise.”

As well as this, it allows him to also enjoy social connections and activities he would have previously partaken in, prior to being a full-time carer. “Particularly on a Monday, for instance, I go for a bike ride with my friends, and I know that when the carer arrives, that I can leave without any concern,” he tells. ■

## CONSUMER ADVISORY BODY

*As shared with our Salvos Home Care clients last year, there is change occurring to the Australian Government's Aged Care Act that requires the creation of a consumer advisory body for all Home Care providers, including Salvos Home Care.*

The purpose of the consumer advisory body is to provide feedback to Salvos Home Care and The Salvation Army Aged Care regarding the quality of

care provided to you by Salvos Home Care. It includes involving our clients in the development, delivery and evaluation of our care and services. This feedback will then be sent to a governing body for The Salvation Army Aged Care for consideration and possible implementation so as to improve our services to all our clients.

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**THE SALVOS HOME CARE CONSUMER ADVISORY BODY WILL MEET VIA MICROSOFT TEAMS TWO TO THREE TIMES PER CALENDAR YEAR.**

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For those clients who do join our consumer advisory body, formal terms of reference and meeting agendas will be provided, and we will ask for agenda items by invitation prior to each meeting taking place. Minutes of each meeting will also be taken.

There is no requirement or obligation to express interest in being part of the consumer advisory body; participation is voluntary. Please speak to your Home Care Coordinator for more information. ■

## INCOME TESTED FEES

*Where able, recipients of home care services are required to contribute to the costs of their care.*

An Income Tested Fee ("ITF") is an extra contribution toward the cost of care that clients may need to pay, depending on their assessable income. Services Australia will assess whether home care clients need to pay this fee and how much.

The amount of subsidy the Government would normally pay to a provider on behalf of the client is reduced by the maximum amount of income tested fee a client can be

charged. This care subsidy reduction is administered by Services Australia.

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**IT IS IMPORTANT TO NOTE THAT SALVOS HOME CARE DO NOT DETERMINE THE ITF AMOUNT YOU MUST PAY, AND THERE IS NO DISCRETION ON WHETHER WE CHARGE THIS OR NOT – THE ITF IS NON-NEGOTIABLE.**

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If you do not submit an income test assessment to Services Australia, and are not a full or part pensioner, you will be charged the maximum amount payable determined by Services Australia.

We know that fees can be confusing for people, so please don't hesitate to speak with your Care Coordinator if you have any questions at all. In addition, you might like to visit the My Aged Care website, where you will find additional information. ■

# STAYING SAFE ONLINE

*It's important to be informed on how to protect your cyber security and keep safe when using technology.*

In their June 2021-2022 Annual Cyber Threat Report, The Australian Cyber Security Centre ("ACSC") notes an increase of cybercrime reports up by 13% from the previous financial year. The Australian Government eSafety Commissioner outlines simple ways to keep safe online.



## **CREATING STRONG PASSPHRASES**

A passphrase uses four or more random words in your password. The longer and more unique a passphrase is, the better you can protect yourself on the internet. You may also wish use symbols, capital letters or numbers within the passphrase, to make it more complex.

## **BE ON THE LOOKOUT FOR CYBER SCAMS**

Cybercriminals often try to exploit and scam individuals via methods of email, text messages, social media and phone calls. They will often try to steal and ask for your password, so that they can access your computer, or deceive you into performing certain tasks. The National Anti-Scam Centre

– Scamwatch is run by the Australian Competition and Consumer Commission ("ACCC") and provides handy resources to help Australians recognise, avoid and report scams.

If you think you have received a scam message or phone call, it is suggested that you ignore, delete and/or report it to the National Anti-Scam Centre – Scamwatch. <https://www.cyber.gov.au/scams>

## **SLOW DOWN**

If a person on the phone or digital message has a sense of urgency and notes that it requires you to respond immediately, this message is likely to be a scam. Don't respond immediately if they ask for any personal details and hang up and verify with a trusted source to verify the validity of the request.

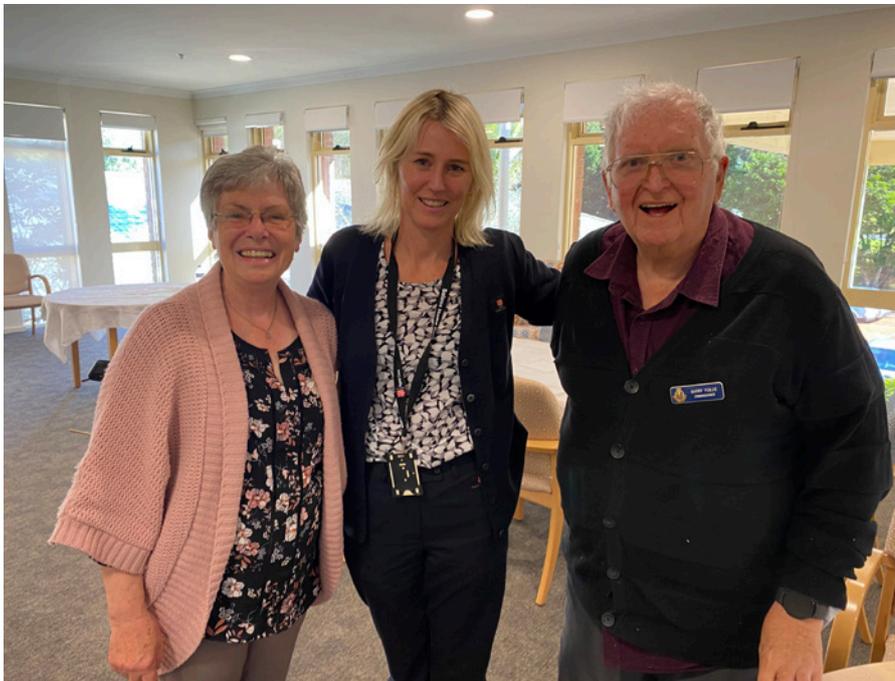
## **LOCK YOUR DEVICES**

Be sure you lock your devices when you are not using them and secure them with a passcode. Also be sure that you don't leave any unlocked devices (such as a phone or iPad) face up in public settings.

## **SHARE WITH CAUTION**

Be careful about how much information you share on social media sites. The more information you share online, the easier it is for a hacker to steal your identity. In the same light, note that whatever you post will and can stay online forever, so share wisely. ■

## CLIENT MORNING TEA



*Salvos Home Care held a number of Client Morning Teas in 2023 to connect with their clients and to find out how they can continue to provide high quality support.*

“We understand there have been many changes in the Aged Care industry in recent times including, but not limited to, new Home Care Pricing Arrangements, updated Home Care Package inclusions and exclusions guidelines, and the Aged Care wage increase,” says Sibel Bas, the Salvos Home Care Operations Manager for New South Wales, Australian Capital Territory and Queensland. “We wanted the opportunity to connect with our clients and their carers to answer any questions they may have regarding the Aged Care system, to provide

us with feedback about how we are meeting their needs, and to understand how we may be of further support.”

Sibel notes that the Client Morning Teas were not just for the benefit of those clients in attendance, but also for the Salvos Home Care team. “It was beneficial to meet our clients in person, allowing us with further opportunities to strengthen our partnerships and hear what our clients want to say,” she explains.

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**“AND WE WERE HUMBLLED BY ALL THE POSITIVE AND ENCOURAGING FEEDBACK.”**

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For Salvos Home Care General Manager, Fiona Sanders, she says that the Client Morning Teas create an opportunity to

understand each client and their experience. “We certainly receive ongoing feedback throughout the year, but sitting with clients and their carers provided them with an opportunity to speak directly with us, and for us to hear their feedback is important,” she explains.

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**“I KNOW OUR HOME CARE TEAM DOES A GREAT JOB, BUT LISTENING TO CLIENTS EXPRESS HOW MUCH THEY LIKE AND VALUE OUR STAFF WAS HEART-WARMING FOR ME.”**

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Looking to continuing the impact from the Client Morning Teas, Fiona outlines what’s to come. “We will be holding similar events at our other locations in the early part of 2024, and invitations will be sent out once we firm up dates. Of course, clients can certainly enquire from their Care Coordinator when their local event will occur, and express interest if they would particularly like to attend.” ■

# STAFF SPOTLIGHT - MAJOR BRONWYN PRETTY

*CHAPLAIN, BURRANGIRI  
AGED CARE RESPITE CENTRE*

**PLEASE INTRODUCE YOURSELF.  
CAN YOU TELL US A LITTLE BIT  
ABOUT WHO YOU ARE?**

My name is Major Bronwyn Pretty, and I am pleased to have had the opportunity to serve as a Single Officer in a Chaplain role for 27 years. My ministry has been in four Residential Aged Care Centres in New South Wales including Macquarie Lodge Aged Care Centre and then Bethesda Aged Care Centre in Rockhampton, Central Queensland. In 2024, I moved to Canberra to join Burrangiri Respite Aged Care Centre and Day Centre team. I enjoyed assisting the Manager at Macquarie Lodge Aged Care Centre in various ways with whatever was needed. This is in addition to the usual tasks of leading Chapel services on Sundays and small groups during the week.

**WHAT DO YOU LIKE TO DO IN  
YOUR SPARE TIME?**

I have always enjoyed walking for recreation, to observe the natural aspects of where I live. Most of my walks are under two kilometers for around half an hour. I grew up on a small farm with my parents, sister and brother on the far



South Coast. My Mother found pleasure in the large vegetable garden, so I have an interest in gardening also. I find weeding and sweeping up leaves gives me a good feeling. I find it relaxing to spend time outside and it is good to see the area looking clear again. For several years now I have been participating in small group classes at a gym where I do Reformer Pilates. This helps to keep me flexible and gain strength in all parts of my body.

**WHAT ASPECT OF  
WORKING IN THE AGED  
CARE INDUSTRY IS MOST  
REWARDING TO YOU?**

The most rewarding part of my role is improving the quality of life for our residents and clients by giving them meaning to their day and the hope that they can still participate in activities appropriate for their individual needs. Sometimes I have been able to meet the desire for more spiritual meaning and improved allied health access such as hearing aids.

**WHAT DO YOU ENJOY MOST  
ABOUT YOUR ROLE WITH THE  
SALVATION ARMY AGED CARE?**

I have enjoyed interacting with residents to hear their stories and help residents be inspired through devotional sessions using written paper handouts.

**WHAT DOES LEADERSHIP  
MEAN TO YOU?**

I see leadership as a way of modelling for others what a Christ-centred life can be with a humble, teachable attitude. I can associate with the team player model of being smart, hungry, and humble. I also value emotional intelligence to inspire others to do their best, be hungry with a desire to want to achieve the best I can do, rather than just do the minimum required to complete a task. Finally, a good leader is happy to do the servant role and not be on a platform above others.

**WHAT ADVICE WOULD YOU  
GIVE OTHER EMPLOYEES  
OF THE SALVATION ARMY  
AGED CARE WORKING IN  
SIMILAR ROLES?**

The advice I give other employees is to be confident to use the gifts given to you in your individual way, to complement others and to be a good team player. ■

## MACQUARIE LODGE AND NORTHCOTT



*The grounds at Macquarie Lodge Aged Care Centre and Retirement Village (“Macquarie Lodge”) are looking amazing and Northcott customers who have been working at the Centre are partly to thank.*

Northcott is a leading not-for-profit disability service provider, that works with individuals to help them realise their potential. Josh is Northcott’s ‘NEXT Work & Study Service Coordinator’, and his work involves setting up partnerships for his customers, like the recent partnership between Northcott and The Salvation Army Aged Care.

“I’m working specifically on a grant funded project, which has been funded by the Citi Foundation,” Josh says. “A large part of that grant is to enhance our work and study service as a whole. That is creating or working with different external

organisations to build work experience and employment pathways. Hence why we have engaged with The Salvation Army Aged Care.”

Whilst Macquarie Lodge does have its own in-house Maintenance team who looks after the grounds, it did benefit from the additional support provided by the Northcott customers. From maintenance work, such as scraping stubborn paint off one of the walls at the Retirement Village, to landscaping in the gardens in terms of clearing the weeds at the side of the Centre and within the Memory Support Unit, the two groups supported the site. They also pruned the hedges in and around the barbeque area.

Focusing on his customers specifically, Josh works alongside recent school-leavers to equip them with skills which will bolster their future employment prospects. “I focus on customers

at age 17 to 24 on average,” Josh explains. “So, once they’re leaving school, we assist them with building those employability skills and everything that entails. That’s also around social skills and confidence and that sort of thing. It’s essentially to give them that jumpstart into gaining independence and moving into the workforce.”

Josh notes that the project with Macquarie Lodge is of benefit for the Northcott customers in supporting them to build employment-based skills. “It’s very different to unpaid work. It’s specifically framed for them to build skillsets,” he states.

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***“THE IDEA IS FOR THEM TO JUST GET OUT AND TRY SOMETHING DIFFERENT THAT THEY HAVEN’T DONE BEFORE, BUT AT THE SAME TIME BUILD WORK-READY SKILLS. SO THAT INCLUDES MORE THAN JUST THE WORK ITSELF, BUT ALSO BEING ON TIME.”***

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For Josh, he notes the most rewarding aspect of his work and projects like these are the outcomes for the customers themselves. “Seeing outcomes for our customers, building relationships with external organisations. I enjoy that part,” he says and of Northcott’s collaboration with The Salvation Army Aged Care. ■

# LIFE AT WOODPORT RETIREMENT VILLAGE



*When reflecting on her life, Retired Salvation Army Officer, Lenore states that God made it obvious that she was to become a Salvation Army Officer.*

“It’s the call of God on your life and my calling was very real and very clear and the Officership examples I had around me were very warm and positive,” Lenore states. “I never doubted my calling; it’s like a sense of destiny. I’m an extrovert - I’ve always loved people, I love ministry; the culture and a sense of mission.”

Her family's connection to The Salvation Army is long-standing, with Lenore's Mother also becoming a Christian through the Army. When she had the flu, a Salvationist heard about her Mother being very ill, and offered her a pot of soup. “So,

my Mother’s spiritual journey commenced through the ministry of a pot of soup,” she says.

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**LENORE BECAME A CHRISTIAN AT AGE 16, WHERE SHE FELT THAT SHE BELONGED, SHE SAYS. SIMILARLY, HER THREE CHILDREN ARE SALVATIONISTS; TWO ARE OFFICERS AND THE OTHER IS A CHAPLAIN.**

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When reflecting on her time as an Officer, her experience was broad, with Lenore serving in Papua New Guinea, in the Chinese ministry at Burwood, at Tuggerah Lakes and on the Eastern Beaches. Her experience with The Salvation Army has now come full circle as she has recently moved into a newly renovated apartment at Woodport Retirement Village.

When asked what she most enjoys about life at the Village, Lenore notes it is the grounds themselves. “The tranquillity of the gardens in the morning,” Lenore says. “The gardens themselves are beautiful.” But the thing that has most surprised Lenore it seems, is as she reflects, is “the quiet, silent environment.”

For anyone considering moving into a retirement village, Lenore reiterates the importance of reflecting on the move. “Well, first of all, I’d pray about it and seek God’s guidance which I did,” she says, as well as noting the importance of moving in sooner rather than later. “Make the decision early enough so as to enjoy the process and facilities.” For Lenore, her satisfaction with the decision to move can be summed up clearly in her sentiments of the apartment. “We have a brand-new renovated apartment and we’re very happy here.” ■

# INTERNATIONAL WOMEN'S DAY



When asked about why International Women's Day should be acknowledged, Naomi has a powerful answer. "To keep women in the workforce, to keep everyone knowledgeable," she says. Casting her mind to the next generation, Naomi encourages them to embrace all that the future has to offer. "Enjoy living in the most exciting times in the world and make sure that you are computer savvy," she states.

Naomi also highlights the importance of fostering your talents and friendships. "Use your talents to foster friendship; a big network of contacts and to foster all the things that you can with all the people that you are working with – relationships and knowledge," she explains.

Elaine, also a Salvos Home Care client and formerly Deputy Mayor of Mackay, Queensland, recalls what she most enjoyed about her time in politics. "Being Deputy Mayor, I was a council member for three years and then, in 1985,

*"I have seen enormous changes come from women who were thought of being nothing but housekeepers and mothers, to well... Members of Parliament and members of business, says Salvos Home Care client, 94-year-old Naomi.*

"It is just a delight to see the difference in women of the early days to the women of today. The women of today are very

confident, very well educated." Naomi completed a Bachelor of Pharmacy before going on to operate her family's pharmacy. When reflecting on the significance of her education at a time when fewer women went to university, Naomi recalls,

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***"I'VE LEARNED HOW TO BE A WOMAN IN A MAN'S WORLD. IT'S NOT EASY. IT IS STILL HARD FOR THE YOUNG PEOPLE OF TODAY."***

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I was elected Deputy Mayor, and it was a great learning curve for me,” she says.

When reflecting on her greatest achievement, it is her principled approach to politics. “We instituted a policy of decisions that were made from the bottom up, not the top down,” she states. “Where action was going to be held and people were going to be inconvenienced, we would call a public meeting to discuss this with the group and with the people who lived in this area and explained to them what exactly was going to happen, and we had policies.”

For Elaine, International Women’s Day means having the ability and confidence for women to make their mark on the world.

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**“IT MEANS THAT WOMEN ARE WILLING TO PUT THESE THEMSELVES OUT THERE FOR RECOGNITION AND I JUST THINK THAT’S TERRIBLY IMPORTANT.”**

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Julieanne, a resident at Elizabeth Jenkins Place Aged Care Centre (“EJP”) also had an impressive career, owning her own travel company for many years, first opening the business in the 1960s. “It was a travel agency and I had been in travel longer than that and an opportunity came from another travel agency wanting to share an office, so I rented that top floor,” she says. Her business specialised in both international and domestic travel.

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**HER ADVICE FOR WOMEN OWNING A BUSINESS IS SIMPLE, REFLECTING THE IMPORTANCE OF BEING WELL-INFORMED AND EDUCATED.**

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“Have a bit of knowledge about how you do your accounting and make sure you get money in from a client,” she says. ■

# JAMIE DURIE AND INTERNATIONAL DAY OF OLDER PERSONS



*Residents at Pacific Lodge Aged Care Centre, in Sydney's Northern Beaches suburb of Collaroy enjoyed a very special visit from celebrity gardener, Jamie Durie, on Thursday, 28 September 2023.*

Jamie gave a few of the garden beds a makeover, planting new produce in the garden, as well as tending to some existing chillies in one of the other garden beds. He was informative during his time on site, teaching the residents handy gardening tips and tricks and how to

keep plants alive and thriving, especially leading up to the hot summer months.

Two of the Centre's residents, Beryl and Kevin, acted as his gardening assistants, donning gardening gloves as they planted carrots and tended to the chillies, with all the residents and representatives in attendance welcoming Jamie enthusiastically to the Centre.

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**ON 1 OCTOBER, JAMIE AND BERYL WERE FEATURED ON LIVE TELEVISION ON CHANNEL 7'S MORNING SUNRISE SEGMENT.**

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Their interview was in support of International Day of Older Persons and Jamie and Beryl spoke about the significance of this day and the gardening project they had worked on earlier in the week. ■





## DINING EXPERIENCE AT BARRINGTON LODGE



**BARRINGTON LODGE AGED CARE CENTRE (“BARRINGTON LODGE”) IN NEW TOWN, TASMANIA, LAUNCHED THEIR DINING EXPERIENCE PROJECT.**

The project was created with the vision of replicating the home comforts that residents are used to, prior to moving into an aged care setting. Barrington Lodge’s Chef Manager, Richard, has been working as a chef in the aged care sector for close to ten years and finds great reward in meeting the needs of residents.

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**“I JUST LIKE TO SEE THAT RESIDENTS ARE ENJOYING A HOMESTYLE MEAL AND THAT THEY’RE ABLE TO LIVE A FULFILLED LIFE, JUST KEEPING EVERYTHING AS IT WOULD BE AT HOME AS MUCH AS POSSIBLE,” HE SAYS.**

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When discussing the rollout of the Dining Experience Project, Chef Richard notes that it first commenced with assessing the

needs of residents. “The process begins with the Food Focus meetings and the Resident Meetings that we have; getting some ideas about what they’d like to see in the dining room



and also around the service that they would like to get, and how they would like things to be run -- so the initial consultation phase,” he says.

Richard explains that this project was particularly important in bringing families back into the Centre, following government-required COVID-19 restrictions in aged care settings. “I think from a

wellbeing perspective for the residents, and you know from a mental health perspective as well, having families be able to come in and enjoy what’s a normal part of most people’s lives; enjoying a meal with families is quite a big deal.”

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**THE FEEDBACK FROM THE RESIDENTS AND FAMILIES HAS BEEN NOTHING SHORT OF AMAZING. “THEY ABSOLUTELY LOVE IT; THEY COULDN’T SPEAK HIGHLY ENOUGH OF IT,” RICHARD STATES.**

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To commence the project, the Centre started by setting up the ‘family table’ space and getting creative by utilising items from home renovation and charity stores. The room itself has garnered positive feedback with the residents involved along the way.

The multi-generational appeal of the space has not gone unnoticed. The residents and visitors love the idea that there is a children’s table and chairs with books and colouring-in items.

This project centres on the residents and making sure that their needs are met as well as creating opportunities to have an enjoyable dining experience with their friends and family. ■

# BETHESDA'S NEW YEAR'S GOALS

*Looking back on 2023 at Bethesda Aged Care Centre, ("Bethesda") Centre Manager Shavvone Lal notes that her favourite memory is the Grandparents Day celebration which was held in October.*

"It was such a joy to see residents happy and surrounded by their families on the day," Shavvone states. "We had residents' grandchildren, great grandchildren, and great-great grandchildren - four generations of family - at the function," she explains. "It was a special day where our residents were able to share their knowledge, experience, and traditions with the younger generations."



In terms of looking forward, Matt Arasteh, the Centre's Area Manager, acknowledges Bethesda's ongoing commitment to community engagement. "We plan to strengthen our ties with local community organisations,

schools, and volunteers to create a sense of belonging for our residents and foster intergenerational connections," he explains. "Building a supportive community around our Aged Care Centre is essential for the overall well-being of our residents."

Matt states that Bethesda residents will continue to remain the top priority. "First and foremost, our focus will be on enhancing the overall well-being of our residents," he says, before noting the ongoing support and upskilling of staff.

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***"WE WILL PRIORITISE  
STAFF TRAINING AND  
DEVELOPMENT TO ENSURE  
OUR TEAM IS WELL-  
EQUIPPED TO PROVIDE THE  
BEST POSSIBLE CARE."***

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For Shavvone, she too is excited to embrace the new year. "I am looking forward for all the opportunities that The Salvation Army Aged Care will provide in 2024 and to refine my skills; increased mentorship from our experienced managers and leaders to contribute to delivering an exceptional experience to our residents," she says.

As a leader herself, Shavvone also has a resolution for 2024: "to continue to provide our residents with the best care and assistance possible. I want



to create a team with positive attitude, work ethic, and to be a valuable asset to Bethesda."

Kath Hill is the Centre's Chaplain and has been serving at the Centre for four years. In her role, she too enjoys her ability to impact residents' lives, stating, "I can make a difference in the lives of the residents. It gives me great joy to sit with them and encourage them along life's journey."

Kath has two goals for 2024, noting, "my first goal is that we may be able to host many more events that family can join in – such as Grandparents Day where residents were able to enjoy morning tea with family members."

Kath also says that she hopes for each resident to feel at home at Bethesda. "My New Year's Resolution is that every resident will know that they are accepted, valued, and belong here at Bethesda," she explains. "Team and collaboration are the keys to achieving these goals." ■

# THE 2023 CENTRE MANAGERS CONFERENCE



*The Salvation Army Aged Care (“TSAAC”) held its 2023 Centre Managers Conference in Bowral, New South Wales, for the twenty-one Centre Managers who manage TSAAC’s residential aged care centres.*

The Conference focused on the newly instated 5 Pillars of Aged Care Excellence: Clinical Quality; Operating Performance and Management; Resident Joy and Satisfaction; Motivated and Skilled Workforce and

Contemporary, Comfortable Home Environment. According to the Conference objective, Centre Managers must commit to each of the 5 Pillars of Aged Care Excellence using TSAAC’s policies, procedures and service delivery model.

Residential Services General Manager, Tony Stephenson, notes that the intention behind having a formalised Conference was two-fold. “It’s about an opportunity for all the Centre Managers to discuss their challenges but also a bit of

time away from the desk to appreciate being part of the larger organisation,” he says. In a more strategic sense, the Conference also supported the alignment of the Residential Services goals. “I sat down and actually thought about what to do for the Conference, so trying to set an agenda that was reaching for excellence,” Tony states.

He notes that the significance of the Conference extends beyond professional development.

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***“PROFESSIONAL DEVELOPMENT MATTERS, BUT IT’S ALSO RECOGNISING THE IMPORTANCE OF THE OVERALL TEAM. IT’S ABOUT CREATING STRENGTHS ACROSS THE ORGANISATION AND LEADERS, AND SO THE BEST WAY TO DO THAT IS TO TALK ABOUT WHAT PEOPLE HAVE DONE TO CELEBRATE THEIR SUCCESSES.”***

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The benefit of having an in-person Conference ensured another dimension of connectivity and community for the Centre Managers, who often only meet online and via phone given that their Centres are located throughout Australia. “We included in the program, exercise in the morning and in the afternoon, so that people actually got out and about and talked to each other,” Tony explains. “There was plenty of time for breakout groups and discussions as well during the day; it was really about relationships and trusting each other.”

Five Centres also created videos for the Conference which were shown at specific intervals during the presentations. “Each of the videos showed the Clinical Management team and staff with pride in terms of what they are doing, and for me that was the highlight; just seeing those videos and seeing the Centre



Manager’s face representing their team during the videos,” Tony says.

Sarrah Debono, the Project Lead and Executive Support for TSAAC, supported the coordination of the Conference. She was instrumental in organising the branded collateral for the Conference and reiterated its importance. “We wanted to ensure that we were able to put together a pack that does showcase excellence and that the Managers can take back to their Centres,” she says.

Sarrah’s Conference highlight was the face-to-face interaction with the Centre Managers. “We only get to do these conferences once a year, so it’s really important that we showcase all the hard work that Centre Managers have done and the things they have achieved and also just build rapport and relationships on a more personal level,” she states. ■

## STAFF SPOTLIGHT - BILL LI

**CHAPLAIN, MACQUARIE LODGE AGED CARE CENTRE AND RETIREMENT VILLAGE**

**PLEASE INTRODUCE YOURSELF. CAN YOU TELL US A LITTLE BIT ABOUT WHO YOU ARE?**

Coming to Australia with a student visa as an Atheist in 2002 and later becoming a follower of Jesus as a Soldier of Campsie Corps in 2010, I have experienced a dramatic and amazing change. God has done an incredible job in my personal life.

I first completed a Diploma of Christianity Chaplaincy at Eva Burrows College and then commenced ministering at Pacific Lodge Aged Care Centre in 2011 as a Chaplain, and later moved to Macquarie Lodge Aged Care Centre and Retirement Village in 2013, where I will have worked for 11 years as of 21 February 2024. During these years and my journey of ministry, I have received so many blessings and felt that God has been guiding and walking with me everywhere, all the time.

**WHAT DO YOU ENJOY MOST ABOUT YOUR ROLE WITH THE SALVATION ARMY AGED CARE?**

You may be interested in why I have been working in one role for such a long time. I firmly believe

that God has His own timing and has been using me as a faithful follower and diligent servant. Have been enjoying providing emotional, pastoral, and spiritual support to our beloved residents. I have a feeling of continuing to minister to elderly to the last day of my retirement.

**WHAT ASPECT OF WORKING IN THE AGED CARE INDUSTRY IS MOST REWARDING TO YOU?**

One of the things I like most about my role is sharing stories with residents. People in their older age could tell you many of their experiences which are full of adventure, success, and happiness and at times struggles and failures. However, whatever happened, all is in God's hands because He is the creator with love and mercy, and all is in His control. One of the interesting things I found is that the more stories I heard, the more I trust God and the more I believe God is almighty. The residents' stories are evidence of God's glory, endurance and forgiveness,

**WHAT DO YOU LIKE TO DO IN YOUR SPARE TIME?**

I like listening to classical music in my spare time. A musical work I like is Beethoven's Symphony No. 5, the Fate Symphony. I really cannot tell how many times I have



listened to it with prayers. It always comes with encouragement and inspiration whenever facing challenges and difficulties.

**WHAT DOES LEADERSHIP MEAN TO YOU?**

I think it is not only the art of guiding a team or organisation through effective decision-making, motivating members, and achieving collective goals with integrity, but also the actions of demonstrating a leader's strong moral principles and ethics, as well as excellent organisational abilities. But above these, the most important is illustrating the faith to God. God is our leader all the time and we have just follow His guidance and instruction.

**WHAT ADVICE WOULD YOU GIVE OTHER EMPLOYEES OF THE SALVATION ARMY AGED CARE WORKING IN SIMILAR ROLES?**

Leave everything to God in prayer and follow the ways God directs you. Then you will be rewarded by His love and blessings. ■

# STAFF SPOTLIGHT - MARIA BERTHELSEN



**LIFESTYLE COORDINATOR  
KUBIRRI AGED CARE CENTRE**

**PLEASE INTRODUCE YOURSELF. CAN YOU TELL US A LITTLE BIT ABOUT WHO YOU ARE?**

My name is Maria, I am originally from Kiribati. I came to Australia in 2007 to study and after I finished my studies, I decided to stay and live in Australia. I started working in aged care about nine years ago - as a carer in 2014 then as a Lifestyle Coordinator in 2018 and I am still in this role today.

**WHAT DO YOU LIKE TO DO IN YOUR SPARE TIME?**

In my spare time, I like to go fishing with my family, when the weather is good, or just spend an afternoon at home next to the firepit.

**WHAT ASPECT OF WORKING IN THE AGED CARE INDUSTRY IS MOST REWARDING TO YOU?**

Being there for the residents and making them happy makes me happy too.

**WHAT DO YOU ENJOY MOST ABOUT YOUR ROLE WITH THE SALVATION ARMY AGED CARE?**

That I can continue my passion of looking after people. I enjoy helping other people and making other people and their families happy. I enjoy making other people laugh.

**WHAT DOES LEADERSHIP MEAN TO YOU?**

To me leadership means working with the whole team – everyone who is involved in the resident's life, i.e., cleaners, laundry, catering, carer, nurses, Chaplain, administration, lifestyle and family members. We have different roles within a workplace, but these different roles are equally important to a person's life. As a Lifestyle staff member, I believe that engaging someone in a fun activity won't be a success if that someone is worried about other things. For example, if they are in pain, not happy with their meals, miss their families, or so on.

**WHAT ADVICE WOULD YOU GIVE OTHER EMPLOYEES OF THE SALVATION ARMY AGED CARE WORKING IN SIMILAR ROLES?**

My advice would be: listen with your heart, have a lot of patience, and enjoy doing what you are doing. ■

## NEWS IN BRIEF



### CHAPLAINS APPOINTED TO MAJORS

*Chaplains Major Jeff and Terri Goodwin at The Cairns Aged Care Centre (“The Cairns”), were recently appointed from Captain to Major, signifying 15 years of service for The Salvation Army.*

Major Jeff and Major Terri received epaulettes from the Mission and Chaplaincy Manager – Aged Care, Major Cheryl Kinder. Centre Manager, Aileen Rendon, made a keynote address to Major Jeff and Major Terri for their years of dedication, not just to the Centre, but also to The Salvation Army.

When reflecting on what they most enjoy about being a Chaplain at The Cairns, Major Jeff notes: “What I like most about being a Chaplain at The Cairns Aged Care Centre is

coming alongside our residents,” he says. “Terri and I spend time listening to their stories about their past lives and take a real interest - but also to let them know that they are valued here in the Centre.”

For Major Terri, she equally reflects on the joy in supporting residents. “I love caring for people and coming alongside residents and their families in the Centre,” she says. “I love seeing residents settle into the Centre and enjoy being pampered. I love providing Chapel services along with my husband Jeff for our residents and also seeing the Chapel services growing all the time. It is a privilege serving these wonderful residents each with their own unique needs.” ■

### STAFF HONoured FOR THEIR SERVICE

*James Barker House Aged Care Centre recently welcomed Inspector Paul Morgan to their Centre.*

He presented WHS Manager Carmen ter Rahe and Centre Manager Glenda Walker with awards for their service in conjunction with Victoria Police. ■



## THE CHIEF SECRETARY VISITS WEEROONA

*The Salvation Army's Chief Secretary, Colonel Winsome Merrett, visited Weeroona Aged Care Centre in January this year where she was met with a welcome sign created by the Centre residents and a beautiful bouquet of flowers.*

She was given a tour of the Centre and she met one of the previous Salvation Army Officers before a morning tea was hosted by the Centre team, including Centre Manager Remelie Smith. Those in attendance at the morning tea got to know each other and discussed Weeroona Aged Care Centre's achievements over the past 2-3 years. ■



## 'R U OK?' DAY?

*MANY OF OUR CENTRES CELEBRATED 'R U OK?' DAY*

Residents and staff alike enjoyed delicious morning and afternoon teas, concerts, dressing up in yellow and of course, asking the important question: "are you ok?" to let staff and residents know that there is always someone they can talk to if they need to lift their spirits. ■



# LET'S GET SOCIAL

**The Salvation Army Aged Care**  
Published by Emily Yong · October 3, 2023

#InternationalDayofOlderPersons is an important day for us at Salvos Aged Care, and in further acknowledgement, #PacificLodge welcomed Jamie Durie to the Centre for our very own backyard blitz! Jamie planted some new vegetables and herbs in the Centre's gardens, including carrots, kale and basil, as well as some new plants to complement the existing gardens. Our residents also enjoyed giving Jamie a helping hand and discussing all things gardening 🌱🍅🥕

Thank you, Jamie, for your contribution to this special day.

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia #agedcareindustry #healthcare #HealthyAgeing

**The Salvation Army Aged Care**  
Published by Emily Yong · October 1, 2023

Today marks #InternationalDayofOlderPersons, a day to acknowledge the contributions of older persons. It provides us with a chance to discover the wisdom, wealth of experience and resilience demonstrated by the older generation.

In celebration of this special day, we spoke to some of our residents in our aged care centres Australia-wide to find out how they have stayed resilient throughout their lives and continue to do so. Their outlooks on life and stories are truly inspiring 🍷

How do you cultivate resilience in a world that is constantly evolving?

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia #agedcareindustry #healthcare #HealthyAgeing #wordsofwisdom

**The Salvation Army Aged Care**  
Published by Emily Yong · November 7, 2023

#MacquarieLodge commemorated Pink Ribbon Day, with residents and staff fully supporting the cause by wearing pink. Gold coin donations were encouraged and the Lifestyle team organised a stall for the occasion. There were also delicious coconut ice and muffins, baked by Centre Manager, Milly 🍷🍷

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia #HealthyAgeing #residentialagedcare

**The Salvation Army Aged Care**  
Published by Emily Yong · December 12, 2023

No snow in Tropical North Queensland? No problem!

#Bethesda residents have been busy creating their very own snowmen 🌨️

Using papier mâché and cotton wool, we think that these snowmen have turned out even better and much cuter than the real thing (and you can keep them too!).

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia #residentialagedcare #healthyageing

**The Salvation Army Aged Care**  
Published by Emily Yong · October 12, 2023 ·

A few weeks ago, #Moynes attended the 2023 Canowindra Show. Everyone enjoyed the show's classic treats like dagwood dogs, and the Centre and some of the ladies also entered the flower competition 🌸🌻

Pauline scored one first place prize with her cottage pot plant garden, and Elaine and Deirdre with their own outdoor cottage garden scored one first place prize and two second place prizes. Moynes itself won one first place, one second place and a Champion with entries from the Centre's gardens. Well done to all! 🌺🌻

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia #agedcareindustry #healthcare #healthyageing #agedcareservices #agedcaresupport #canowindra #regionalsw



**The Salvation Army Aged Care**  
Published by Emily Yong · November 10, 2023 ·

#Bethesda residents have been busy creating wreaths to commemorate #RemembranceDay. Using the iconic red poppy, they tried out two different styles, which both turned out wonderful. These wreaths will be hung up around the Centre and on the residents' doors to mark the occasion. The Centre's therapy dogs also got in on the fun and absolutely loved the vibrant red colour of the wreaths.

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia



**The Salvation Army Aged Care**  
Published by Emily Yong · December 19, 2023 ·

Our #ElizabethJenkinsPlace resident, Pat, has written a poem recounting her fond childhood memories of Christmas. Pat also told us some of her Christmas stories in our last video post. Click through to read Pat's beautiful poem, 'A 1930s Bush Christmas at Lake Macquarie' ❤️

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia #HealthyAgeing #residentialagedcare

## Happy Christmas

### A 1930s BUSH CHRISTMAS AT LAKE MACQUARIE

What happier memories could anyone want than of Christmases spent at South Belmont? Swimming in the lake, the bush where we'd play, prawning at night, fishing by day.

Our two roomed shack, its water tank filled to the brim - there seemed no need to wash after a swim. No electricity of course which meant that at night kerosene lamps were our one source of light.

As the temperature soared Christmas Day finally came, we exchanged our presents then fished just the same. The men hung the streamers, tried chilling the beer and keenly waited for a superb meal to appear.

Roasted in the old fuel stove, the chicken and trimmings were followed by brandy custard with suet plum puddings. After cups of tea and Grandma's best Christmas cake we would stroll down together and cool off in the lake.

**The Salvation Army Aged Care**  
Published by Emily Yong · January 18 ·

#SeaforthGardens volunteer Don invited the Centre's Men's Group to his place for a yarn and some afternoon tea. It was a great change of scenery and just like the boys hanging out like old times. A big shout out to Don for hosting!

#agedcare #salvosagedcare #TheSalvationArmy #agedcareaustralia #agedcareindustry #HealthyAgeing #residentialagedcare



# STAFF MILESTONES

*On behalf of The Salvation Army Aged Care we would like to share our appreciation for all our staff members, including those named here who are celebrating their milestone anniversary. Thank you to our staff for continuing to demonstrate the mission, vision and values in your work and in supporting our residents and clients.*

## BARRINGTON LODGE

- Jasmine Scott 5
- Laurente Jr Lopez 10

## BETHANY

- Filda Miller 5
- Louise Gallagher 5
- Megan Aylett 5
- Stevani Kaunang 5

## BURRANGIRI RESPITE CENTRE

- Rebecca George 15
- Precious Llanes 10
- Biljana Boskov 20

## CARPENTER COURT

- Christopher Givney 5
- Lucinda Thomas 5

## ELIZABETH JENKINS PLACE

- Shova Shah 5
- Jyoti Sharma 10
- Laxmi Thapa 10
- Lute Kanongataa 10
- Neeraj Bhanwala 10
- Nitaya Mueanwan 10
- Peter Johnson 10
- Prerana Phuyal 10
- Thinlay Dolma 10
- Xiao Zhang 10
- Major Craig Harlum 15
- Major June Cardew 20

## GILL WAMINDA

- Kanchan Kharel 5
- Taranath Khatiwada 5
- Natalie Jackson 10
- Paris Lacey 10
- Zawadi Nyiramuqisha 10
- Maybel Dennis 15

## JAMES BARKER HOUSE

- Javad Karimi 5
- Mandeep Baath 5
- Brian Catibog 10
- Devota Ndege 10
- Hiwot Aga 10

## LINSELL LODGE

- Alberta Steward 5
- Debra McIntyre 5
- Dipesh Sharma Acharya 5
- Karandeep Singh 5
- Karen Bowen 5
- Melissa Randell 5
- Carol Dunling 10

## MACQUARIE LODGE

- Alisha Shrestha 5
- Min Wang 5
- Sujata Pandey 5
- Usukhbayar Chuluunbaatar 5
- Abraham Reducto 10
- Nisha Uzzell 20
- Pearl Walker 20

## MAYBANKE

- Pala Tuigamala 30

## MOYNE

- Kristy Nance 5
- Wendy Slattery 30

## PACIFIC LODGE

- Gayle Weekes 5
- Prakritee Khanal 5
- Manjeeta Shrestha 10
- Rina Flynn 25

## RIVERVIEW GARDENS

■ Ajay Radhakrishnan Nair	5
■ Kuany Keer	5
■ Neeru Rani	5
■ Robert Maher	5
■ Tendai Mlotshwa	5
■ Thealyn Francisco Ramos	5
■ Mary Ngok Ayom	10
■ Tammy Smith	10
■ Abuk Deng	15
■ Alumita Nadruku	25
■ Captain Mary Ann Timperley	30

## ROSEDURNATE

■ Holli Jordan	5
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## SALVOS HOME CARE HEALTHLINK

■ Maria Toth	15
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## SALVOS HOME CARE NDIS

■ Christine Bell	5
■ Nesa Smith	10

## SALVOS HOME CARE TASMANIA

■ Tanya Kingston	5
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## SALVOS HOME CARE VICTORIA

■ Cristina Martinez	15
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## SEAFORTH GARDENS

■ Alice Steenhof	5
■ Jagjit Kaur	5
■ John Steenhof	5
■ Marie Labutte	5
■ Doreen Kapfumvuti	10
■ Mandeep Kaur	10
■ Marilou Sevilla Ruine	10
■ Emelita Abreu	15

## THE CAIRNS

■ Brittany Connors	5
■ Kabita Acharya	5
■ Irene Olliver	10
■ John Kearns	10
■ Lisa Bostock	10
■ Nikita KC	10
■ Sharmila Dhungana	10
■ Major Jeffrey Goodwin	15
■ Major Terri Goodwin	15

## THQ BLACKBURN

■ Fiona Sanders	5
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## THQ REDFERN

■ Janice Scelzo	5
■ Nikita Westerholm	5
■ Patrik Ekstrom	5
■ Warwick Kingston	5
■ Major Paula Glover	15
■ Major Cheryl Kinder	25

## THQ QUEENSLAND

■ Lainie Lynch	10
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## WARRINGAH PLACE RETIREMENT VILLAGE

■ Jee Young Nam	10
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## WEEROONA

■ Lourdes Szabo	5
■ Dinh Phuong Hoang	20

## WOODPORT

■ Rachelle Buan	5
■ Sandra Williams	5
■ April Hopwood	10
■ Michelle James	10
■ Nesa Smith	10

*Thanks for reading*

