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Residents go cyber, thanks to volunteer



Resident John Cobbledick (seated) getting tech savvy, thanks to Wayne Hughes

A familiar face at Ave Maria Village, Wayne Hughes spends up to 30 hours a week at the aged care home performing various activities, from running men's gatherings and indoor bowls competitions to assisting with outings such as bus trips for the residents.

Always immaculately dressed and sporting a name badge wherever

he goes, it is only natural to assume that Wayne is an employee at the home.

An amused Wayne said, "I am here about three or four days a week, sometimes five. That's why some visitors think I am a staff member. I started volunteering at the home when my mum moved in a year ago. I figured that since I was already visiting my mum here, I might as well help out wherever I could."

Among the many programs at the home, one of the most popular is the support group Wayne initiated to encourage residents to learn how to use a tablet computer to access the internet.

"He has opened up a whole new world of technology for our residents. He showed them how tablets can be fun and easy to use.

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Have your say

We would love to know what you think of our newsletter so we can continue to provide information that is relevant to you. To share your feedback or to subscribe to our newsletter, email us at marketing@sccv.org.au

Southern Cross Care (Vic) Central Office

45-47 Warrigal Road,
Hughesdale Vic 3166
PO Box 298, Oakleigh Vic 3166
T: (03) 8564 1800
F: (03) 8564 1880

Home Care Services

1300 4 SUPPORT (1300 478 776)

All other enquiries

1800 508 008

www.sccv.org.au

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Cover story continuation ▼

Now, we have many residents who have their own tablets and are learning to email and Skype with their family members. It is simply amazing," said Jan Christenson, Lifestyle Coordinator at the home.

Not one to say no to challenges, Wayne is always willing to have a go at anything so he can support the residents better. He also spends one-on-one time with the male residents and enjoy deep conversations with them over shared interests.

"All of us love having Wayne around. It is never about him, it is always about the residents. He is very knowledgeable and the residents just love talking to him," she said.

And what if Wayne doesn't know a topic the residents were interested in? Jan said, "He would go home, look it up and come back the next day with the answers!"



Message From the CEO

Andrew Newton



Raising the bar in recruitment

Australia's population is ageing, and the proportion of older people is growing steadily. By 2064, there will be 9.6 million Australians aged 65 and over. To meet future demand, the Productivity Commission estimated that the country will need four times as many aged care workers by 2050.

In particular, the home care sector is growing exponentially as an increasing number of older Australians prefer to continue to live and receive care in their own homes as they age. However, despite the continued growth in the sector, the community care workforce is actually shrinking.

A recent report, *The Aged Care Workforce 2016*, by the National Institute of Labour Studies at Flinders University, showed that the home care sector's direct care workforce has reduced by 13 per cent in the last four years. The findings were based on responses from over 2300 home care and home support outlets across the country.

Despite the shortage, we do not believe in compromising on the quality of our workforce.

Aged care is all about caring for older people – some who are more vulnerable than the others. Therefore, as an aged care provider, we want to ensure that the people we recruit have the right attitude, skills and qualifications that fit within our values. We look for people who are passionate about the work they do, have the capability to understand the needs of older people, and can support them to live the best life possible whether they are living at home or in residential care.

Since 2015, we have been using a customised psychometric tool to help us select and employ the right people for direct care roles in community care as well as residential care. In addition to the

usual phone screening and face-to-face interviews, we also assess these candidates for their aptitude and behavioural style.

Incorporating psychometric testing into our recruitment process totally changes the whole dynamics of our recruitment and retention strategy. We want to hire and then keep the best people in the market and to achieve this, we are using our pre-set high standards as the benchmark. We will not hesitate to go back to the market until we find the right person who fits the role.

People leave their family members in our care because they trust us and know that our care staff are not only dependable, highly skilled, well trained and experienced but thoroughly selected before they join our workforce. We want to maintain that trust.

Making independent living possible



Barbara McParland
Client, Home Care Package

From cleaning services to gardening, home maintenance and grocery shopping, Barbara McParland has all the assistance she needs to enable her to continue living at home safe and well.

At 77, Barbara leads an active life and still drives her car to the nearby shops or to the local community club for her weekly calligraphy class. She lives alone and enjoys the independence that her Home Care Package provides her through Southern Cross Care.

"I've been living in this house for nearly 33 years, and on my own for about five years. I have no intention of moving out or getting rid of my stuff. I have many friends and an active social life here, so it means a lot to me to be able to continue living independently in the community," said Barbara.

"My children have their own lives and the one living closest to me is about an hour away. For the past three and a half years, I've been relying on Southern Cross Care to help me around the house – gardening, cleaning, maintenance, shopping – you name it. Otherwise, I wouldn't have managed," she said.



For Barbara, living at home and remaining independent are her ultimate goals. With Southern Cross Care, Barbara feels more empowered and in control of her life - knowing how she lives her life remains her choice, her decision. What stood out for Barbara was the flexibility she gets from her home support services.

"I get to choose how involved I want to be in managing my own care. I have a dedicated Care Manager who helps me to identify the support that best suits me, my needs and my current lifestyle. I also get to select the service providers that I like. Southern Cross Care is definitely the best home care provider for me!"

Start your journey with Southern Cross Care

Sometimes, a little help at home can make a big difference. Join Barbara and thousands of other older people who have chosen Southern Cross Care to provide them with home support services. Call us today to find out more!

Call **1300 4 SUPPORT** (1300 478 776)
or email homesupport@sccv.org.au

Celebrating mums in style

In May, more than a hundred guests gathered at the historical Merrimu Reception for the 9th annual Southern Cross Care (Vic) / O'Brien's Pharmacy Mother's Day Brunch.

The popular fundraising event is always a highlight on our event calendar where our corporate partners, staff, residents, customers and their families gather for a splendid morning of food, raffles and fun to honour all mothers and the roles they play in our lives.

Acting Chair of the Board of Southern Cross Care (Vic), Dr Jane Fyfield welcomed guests by expressing gratitude to our corporate partners and the community who have provided unwavering support to the organisation.

"We have an exciting program called the *Imagine Fund*. This is a fund supported by your fundraising efforts to help us provide quality services to our clients and residents so they can continue to live the best

life possible," said Dr Fyfield. "For example, a tablet computer has been purchased for a client living with dementia to help keep him engaged and stimulated at home through meaningful activities."

Dr Fyfield concluded her speech with a heart-warming story about the origin of Mother's Day and reminded us that every day should be Mother's Day.

Guests enjoyed an array of delicious sweet and savoury treats as our guest speaker, Zara Swindells-Grose delivered an entertaining and engaging presentation about the power of humour. Her message of finding a silver lining in any situation and believing that everyone is good enough was an inspiration for all guests.

Among our guests were two centenarians - Kathleen Suffern, 104, from our Keon Park home and Thelma Munn, 101, from our Springvale home. Both were delighted to receive a special gift each from Zara.



With 16 grandchildren and two more on the way, Julie Milne won the most grandchildren prize hands down



Newest mum prize went to Victoria King, who is seen here with her 8-week old bub, Freddie



(from left): Dr Jane Fyfield (SCCV Board Acting Chair), Jacqui O'Brien (SCCV Executive Manager Strategy), Loan Ngo (owner of O'Brien's Pharmacy), Zara Swindells-Grose (guest speaker), and Ric Birkett (partner of Aitken Partners)

The people who refuse to grow old



Check the video of Aaron Rosloff jumping from an airplane at the age of 92 at www.forward.com/articles/180304/the-92-year-old-jewish-skydiver/

Scientists have discovered that the key to a long life lies in how you think about your age. If you believe you are younger than what you really are, you might actually enjoy a better life expectancy.

How old you are matters, of course, but beyond that, it is your interpretation that has far reaching implications for the process of ageing. On the other hand, if you are older and maintain a sense of being younger, that gives you an edge in maintaining a lot of the

abilities that you prize. Growing older doesn't mean you have to give up the things you love, or the dreams you have been harbouring all your life.

This brings us to the 'Age of Happiness' project about people who live a brighter, more interesting and cheerful life than in their youth. These are the people who are not afraid to reinvent themselves and fulfill their dreams. They remain healthy, energetic, happy and youthful well into their 70s, 80s, and 90s.

Created by Vladimir Yakovlev in 2012, this lifestyle project demonstrates how life after 50 is not the beginning of deterioration, or a poor excuse for previous years. On the contrary, it is a meaningful and valuable stage in personal development, with much higher potential and more opportunities than in previous years.

Some inspiring older people featured in the Age of Happiness

Masako Wakamiya - Launched her first mobile app at 81, after only starting to use computers at the age of 60.

Ruth Flower - Became a club DJ at 68 and performed in the best clubs around the world until her death in 2014, aged 83.

John Lowe - Took up ballet at the age of 79 and made his first performance on stage at 89.

Who's putting the 'care' into aged care?

We are.

As the most experienced provider of community home care packages in Victoria, our caring and expert staff will give your loved one the support they need so they can continue doing the things they really enjoy.



Call us today to feel the
Southern Cross Care difference!

Phone 1300 4 SUPPORT
(1300 478 776)



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