

Newsletter



Your home Your community

December 2020

Keeping St Andrews residents, family and friends connected and up to date.

FROM THE GM

Dear Residents and Families

The year 2020 will certainly go down as one to remember! Drought, then bushfires, then CoVID-19!! A triple whammy!! Fortunately, a majority of Australia is now recovering from the drought and the bushfires were eventually extinguished. As for CoVID-19 it continues to disrupt the world economies and continues to affect people's lives. Hopefully, the vaccines will have the success the governments are hoping. At this stage it appears the elderly and healthcare workers will be some of the first people to receive the vaccine.

Despite the rampant spread of CoVID-19 in Victoria, in particular the aged care facilities, St Andrews remained open throughout the pandemic. Partly because the area did not have active cases of CoVID-19 reported in the area and due to the control measures put in place at St Andrews to reduce risk of the virus entering the facility. However, one of the main drivers to keep the doors open to families and friends was to protect the mental health of the residents and families. A visit from a family member or friend is one of the most important interactions in life. St Andrews is pleased that we could maintain those interactions.

I am sure you will agree that Christmas seems to be coming far more quickly nowadays. Even young people are stating the same. We all know how frantic life can be at times and I am glad that Christmas gives all of us a legitimate reason to slow down and smell the roses or maybe view the St Andrews Christmas lights.

The Christmas lights are St Andrews gift of joy and happiness back to the community. It is amazing how uplifting it is to see Christmas lights. I want to thank Clubs Australia in particular Cherry St Sports Club, Tamara Smith MP, Bunnings, Rotary on Richmond, LJ Signs for their amazing support and donations towards the Christmas lights at St Andrews.

I want to publicly thank all St Andrews staff for their tremendous effort this year. So many different skills and talents are utilised in operating an aged care facility, home care service, independent living property management and aboriginal respite care. There are many staff that contribute to the care of residents. Quite a few staff work "out of sight" in an office or department and are not often recognised. I thank them for work unseen yet so important in maintaining and sustaining the business units. I also thank the frontline staff who have also given so much in the care of the residents. Collectively we are creating a sustainable and viable St Andrews that is known for its care and contribution to the community. I know at times we don't meet expectations, but I do know the intention of all staff is to provide a quality place for all who reside or place their trust in St Andrews services.

I am looking forward to 2021 thinking it will be a year to remember for all the great things that humanity can achieve and what St Andrews has contributed to the community and most importantly to the lives that are impacted by this organisation.

Kind Regards

Bruce Tually

General Manager



INTRODUCING STAFF

Michael Trenear - Maintenance Supervisor



In support of Veterans health and The Bravery Trust, I have been undertaking the Bravery Trek over the past month.

The Bravery Trust provides emergency financial relief to serving & ex-serving members of the Australian Defence Force who have a serious injury or illness as a result of their service. Bravery Trust changes lives by ensuring that injured veterans and their families do not suffer as a consequence of their service, and are provided with immediate support and assistance in their time of need. The Bravery Trek is an annual fundraising event where participants commit to walk, run or cycle (I have chosen to run) the equivalent distance of an iconic military related route, and fundraise to support the important work of Bravery Trust.

In 2020, the 96 kilometres of the Kokoda Trail is the challenge that has been selected. This iconic location was the site of a series of strategically important battles in World War II and is a campaign that exemplified the bravery and determination exhibited every day by Australian servicemen and servicewomen. My family has a long history of service - from Lone Pine, Fromelles, Tobruk, New Guinea and Vietnam. Going for a bit of a run

around beautiful Ballina is the least I can do to both honour their service, and support current and ex-serving Veterans.

If you would like to support our Veterans, please visit braverytrek.com.au and search my name under "Sponsor a Friend".





HALLOWEEN FUN

The residents love to see a good dress up and Halloween saw a huge participation from the staff.



Mary Jane took out best dressed!

WORLD SMILE DAY!

If you see someone without a smile..... Give them one of yours!



Smile Joyce!



Our 103-year-old Mavis enjoying a drink in the spirit of World Smile Day.



SOCIAL CLUB



Camille still tinkling the ivories for the enjoyment of all including Dorothy who loves a sing a long.



The ladies enjoying a natter at the St Andrews Social Club on a Friday afternoon.



Boys on the left, ladies on the right.....



VOLUNTEER NEWS

NEWS KIDS ON THE BLOCK

Our family is growing! We welcome on board our new volunteers. Tanya previously worked in Aged care in Canada and now completing a Cert IV in Assisted Support. Robert is another amazing referral from our trusty volunteers Peter & Tom. We have a wide range skill with gifted volunteers continuing to join us. No longer is Dale being asked to 'tip toe through the tulips' alone on Thursday afternoon, with the support of Betty on the ukulele they'll have this song down pat in no time!

Carol brings design skills, a fast pace and crafty ideas, Andrea is a retired English teacher and happily supporting Community care – the team in Community Care are much easier for Andrea to handle than a room full of high school students. Robyne Mc has a new shadow – Liam. Liam is thoroughly enjoying the opportunity he has to 'work' at St Andrews. Jo D and her 'baby beagle' Toby have been delighting the residents in Boronia with some much-loved pet therapy. Welcome

back Scott. Scott has helped out over the last couple of weeks with assisted appointments – sorry for the short notice Scott. Steve brings an air of tranquilly and passion to his weekly chats with various residents. Paul for the endless patience and great woodwork skills. And then there's Johnny – he's joining the girls in Admin initially and keen to help out in many areas as he tries a new career path.

Welcome to our family.



One of the new kids on the block... Toby....ready and waiting!

CRAFT FOR A CAUSE

At craft the residents made Christmas gift bags to be used on the craft sale. Our wonderful volunteers Robyne and Gloria have been busy busy making and putting together merchandise for staff and residents to purchase from the craft sale which is being held monthly.



BORONIA MAGIC

Our Boronia days consists of activity, music and socialising. It is about providing a range of activities to stimulate, entertain and amuse the residents.



BIRTHDAYS

We love birthdays at St Andrews. These last few months have seen about 12 birthdays a month.

May Chilman celebrated her 100th birthday on the 7th Nov, with residents from St Andrews Independent Living Village and independent she is! May has a full driver's licence and drives to Alstonville weekly to play Mah-jong with a group of friends.

May moved to Australia from Scotland when she was 4, just prior to the depression and has lived through 25 prime ministers and 22 governor generals.

Her first job was with Grace Bros before meeting her husband (dec).

Wicked Delights Bakery gifted the amazing cake for Mays morning tea. May received a birthday card from HRH Queen Elizabeth II, not a telegram! May is also now a budding film star with the celebration appearing on NBN News.

May is also our longest resident at The Village, living in the same unit for some 25 years.

Jeff the village maintenance manager, Jan Fenton and the residents committee did a wonderful job hosting Mays morning tea. There was also a surprise visit from a former staff member of 30 years, Village Maintenance Manager, Michael Church.

Happy Birthday May!



Aileen loved her birthday cupcake.



All smiles from Mardi on her birthday.



Selma had a visit from her son and daughter in law Nick and Rita from Canberra finally allowed out from COVID-19 restrictions.

Spot The Fifteen Differences



COFFEE SHOP UPDATE.

Thank you, Rotarians President Dave Harmon, Col Lee, Paul Sleeth, Hieni and Robert Siddle, for the great progress on the Coffee shop, they have really helped to get this project off the ground.



THANK YOU

St Andrews values and thanks this month's community supporters, please remember to support our local businesses – helping to keep our community strong.



Sporties
Restaurant-Cafe



Street Culture
TAPAS & COCKTAIL BAR



Where you belong!



WICKED Delights Bakery



TIS THE SEASON, AND WHAT A SEASON WE WILL HAVE!

Our Christmas light up display is set to commence from Friday December 11 until Christmas. We hope our residents, staff and our local community enjoy the Christmas light and nativity display. Rotary Ballina has been in contact with Mrs Claus and has special approval for Santa to make guest appearances at light up. He's bringing along with a few helpers to ensure we all follow our social distancing guidelines. Parking in the Bentinck St car park will be reserved for Santas and his reindeer nightly from 5.30pm, 11th to 26th December. We do apologise for this, however it's best for the safety of children and families who may like to enjoy the christmas light display.

Light Up 2020 is proudly supported by Cherry St Sports Club, Bunnings Warehouse Ballina, LJ Signs, Rotary On Richmond Ballina, Tamara Smith MP and lets not forget Santa's many little helpers.

Come along, enjoy the display and share in the true spirit of Christmas.

We would also like to thank the many local businesses who have kindly donated gifts and vouchers towards our annual Christmas hampers raffles. We have raised over \$2500 in prizes! The response from local businesses is a true testament of the recognition of St Andrews Village Ballina and our standing in the community. Hats off to our staff, management team and executive board. It's a great team effort.

Have a wonderful, safe happy Christmas, treasure your family, friends and good times,

Stay safe,

Bruce Tually
General Manager

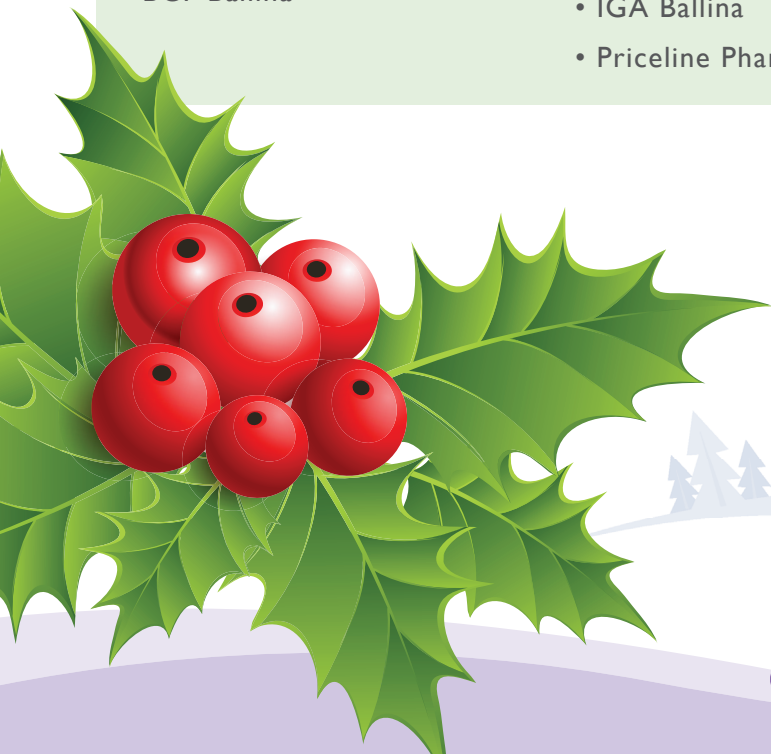
&

Kim Thomas
BDO | Volunteer Coordinator.



Special thanks to the following businesses for their kind donation, please continue to shop local - it helps to keep our community strong.

- Bunnings Warehouse Ballina
- Divine Lines Hairdressing
- Terry White Chemmart
- LJ Signs
- Frangipani Lifestyle
- Book Warehouse
- Ramada Hotel & Suites Ballina Byron
- Sunrise Cycles
- BBQ's Galore Ballina
- Harvey Norman Electrical
- McGrath Real Estate
- Macadamias Direct
- REPCO
- Independent Living Specialists
- Zentvelds Coffee Plantation
- Pacific Farms
- Ballina Fair Centre Management
- B-line Auto
- BCF Ballina
- Woolworths Ballina Fair
- Taco Bell
- IGA Ballina
- Mezza@The Point
- Priceline Pharmacy





Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.



St Andrews

Your home Your community

Providing all Home Care Service ...

Home Care Packages • Domestic Assistance

- Personal Care • Registered Nurses
- Meal Preparation • Gardening
- Social support and more

Phone for a
FREE
Consultation



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St Andrews is committed to providing high quality care and services meeting your needs. Do you know how to make a comment or give feedback? Fill out a Feedback Form located in all common areas, or ask our friendly staff to source one for you. Pop the form in the Suggestion Box located in the Waiting Room and you will hear from us. If you do not feel comfortable raising your concerns with us first, you can contact the Aged Care Quality and Safety Commission.



Looking for
security and
peace of
mind in your
retirement?

- Forget the car - our Independent community villages are located close to all major shops, medical centres, sporting fields and clubs.
- Take a stroll along the river, or cast a line.
- Enjoy a game of snooker, indoor bowls, or croquet.
- Catch up with friends in the outdoor community BBQ entertainment area.

Beautiful Ballina by the sea

2 bedroom, Ground level Villas currently available

1 x 3 bedroom, 2 bathroom, luxuriously appointed villa with double garage and overlooking Cawarra Park*

Situated in majestic Iluka

1 bedroom villa*

*Prices subject to negotiation.

Retirement living at its best!



Hurry - Call for an inspection today - these won't last.

St Andrews Village Ltd | Ph: (02) 6620 5800 | www.standrew.com.au

