

THE VOICES OF ST VINCENT'S



ST VINCENT'S CARE



JULY 2022



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2022 CALENDAR DATES

AUGUST

4 THU Werribee Anniversary	6 SAT Transfiguration of the Lord	7 SUN Aged Care Workers Day
8 MON Mary Mackillop Feast	9 TUE International Day of the World's Indigenous	10 WED Ekka Holiday (QLD)
15 MON The Assumption	21 SUN Bardon Anniversary	

SEPTEMBER

1 THU Heathcote & Arundel Anniversaries	4 SUN Father's Day	9 FRI R U OK Day
21 WED International Day of Peace	23 FRI AFL Grand Final Holiday	27 TUE St Vincent De Paul Feast

OCTOBER

1 SAT Month of Mary	1 SAT International Day of the Older Persons	3 MON Queen's Birthday (QLD)
4 TUE Mary Mackillop Feast St Francis of Assisi Feast	7 FRI Our Lady of the Rosary	10 MON World Mental Health Day
24 MON Pastoral Care Week		



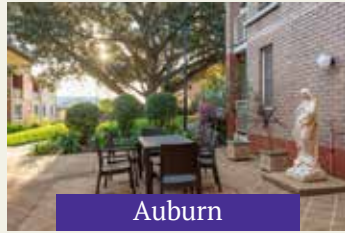


HOME LOCATIONS

St Vincent's Care Services has a total of 23 aged care homes across QLD, NSW and Victoria.



Arundel



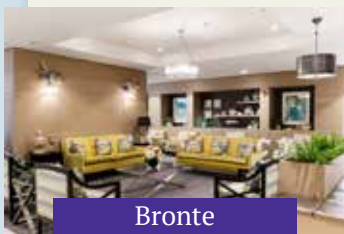
Auburn



Bardon



Boondall



Bronte



Carina



Carseldine



Corinda



Douglas



Edgecliff



Eltham



Gympie



Haberfield



Hawthorn



Heathcote



Kangaroo Point



Kew



Maroochydore



Mitchelton



Southport



Toowoomba



Werribee



Yennora

QUEENSLAND

Brisbane

NEW SOUTH WALES

Sydney

VICTORIA

Melbourne

QLD

Arundel
Bardon
Boondall
Carina
Carseldine
Douglas
Enoggera
Gympie
Kangaroo Point
Maroochydore
Mitchelton
Southport
Toowoomba

NSW

Auburn
Bronte
Edgecliff
Haberfield
Heathcote
Yennora

VIC

Eltham
Hawthorn
Kew
Werribee



MESSAGE FROM OUR CEO

Dear St Vincent's Residents,

Lately I've been pondering the term 'underrated' and its meaning ("undervalued, underestimated, to play down or sell short" is what the dictionary says).

You know, I find that aged care is sometimes underrated. Our residents can be underrated. Aged care staff can be underrated. Even the things we achieve together in aged care tend to fly under the radar or go unnoticed - and for me, that's ok!

Strange as it sounds, I even take some pride in this fact – because I know that we're not alone in being underrated. Mary Aikenhead, our inspirational Foundress at St Vincent's, even underrated herself! In fact, when she was first considered by

others for a leadership position within the church, she was 'dumbfounded', such was her personal assessment of her suitability. Our very founder, who started this amazing world-changing movement of help and healing had doubts about herself!

After discovering this about Mary Aikenhead, the Feast Day in her honour that we celebrated this year held new meaning for me.

Mary Aikenhead and her five selfless Sisters of Charity (who volunteered to leave Ireland in 1838 enduring an arduous four month sea voyage to Australia), had just one goal: to help the poor and vulnerable. On the final day of 1838 the five Sisters docked at the port of Sydney and took their first steps in establishing

a 'ministry of love' that would later become St Vincent's - and that same work continues today!

That small group of courageous and determined Sisters were underrated by so many and yet they left a mark that has never been forgotten!

And that is so reflective of the people at St Vincent's even today. Whilst our work may go unnoticed or is not always headline-worthy, it is still something that we are just so proud of. However, even above this sense of pride is our quiet determination to always "celebrate you" in everything we do and are even happy to shout this from the roof tops! You – our residents – are the reason we exist, and we count it a privilege to serve you, in the

hope that we make a positive difference in your life.

So maybe being underrated isn't so bad after all!

With that in mind, I do hope you enjoy this month's edition of the *Voices of St Vincent's* where we have sought to give honour and praise to the people who deserve it - our most dear underrated ones - YOU!

God bless,



LINCOLN HOPPER
Chief Executive Officer





MESSAGE FROM OUR MISSION LEADER

Dear Residents, I present to you again, the next part of Pope Francis' address on old age. These entries have been an inspiration to me, and I hope that they provide you with new perspective and insight.

Pope Francis Catechesis on Old Age –

2. Longevity: symbol and opportunity

In the Bible account of the genealogy of the ancestors, one is immediately struck by their tremendous longevity: we are talking about centuries! When does old age begin here, we wonder? And what is the meaning behind the fact that these ancient fathers lived so long after fathering their children? Fathers and sons living together for centuries! This passage of time in terms of centuries, narrated in a ritual style, confers a strong, very strong symbolic meaning to the relationship between longevity and genealogy.

It is as though the transmission of human life, so new in the created universe, demanded a slow and prolonged initiation. Everything is new at the beginnings of the history of a creature who is spirit and life, conscience and freedom, sensibility and responsibility. New life — human life — immersed in the tension between its origin “in the image and likeness” of God, and the fragility of its mortal condition, represents a novelty to be discovered. And it requires a long initiation period, in which mutual support among generations is indispensable in order to decipher experiences and confront the enigmas of life. During this long time, the spiritual quality of man is also slowly cultivated.

In a certain sense, every passing epoch in human history offers this feeling again: it is as if we have to begin again to calmly ask our questions on the meaning of life, when the scenario of the human condition appears crowded with new experiences and hitherto

unasked questions. Certainly, the accumulation of cultural memory increases the familiarity needed to face new transitions. The times of transmission are reduced, but the times of assimilation always require patience. The excess of haste, which by now obsesses every stage of our life, makes every experience more superficial and less “nourishing”. Young people are unconscious victims of this split between the time on the clock that demands to be rushed, and the times of life that require proper “leavening”. A long life enables these long times and the damages of haste to be experienced.

Old age certainly imposes a slower pace: but it is not merely a time of inertia. Indeed, the measure of these rhythms opens up, for all, spaces of meaning of life, unheard of by the obsession with haste. Losing contact with the slower rhythms of old age closes up these spaces to everyone. It is from this perspective that I wished to establish the feast of grandparents on the last Sunday of July. The covenant between the two poles of the generations of life — children and the elderly — also helps the other two — young people and adults — to bond with each other so as to make everyone’s existence richer in humanity.

Dialogue between the generations is necessary. If there is no dialogue between young people and the elderly, if there is no dialogue, then each generation remains isolated and cannot transmit the message. A young person who is not bonded to his or her roots, which are the grandparents, does not receive the strength, — like a tree gets its strength from the roots — and grows up badly, grows up sick, grows up without

points of reference. This is why it is necessary to seek a dialogue between the generations, as a human need. And this dialogue is important especially between grandparents and grandchildren, who are the two extremes.

Let us imagine a city in which co-existence among the different ages forms an integral part of the overall plan of its habitat. Let us think about building affectionate relationships between old age and youth that radiate onto the overall style of relationships. The overlapping of the generations would become a source of energy for a truly visible and liveable humanism. Modern cities tend to be hostile to the elderly (and, not by chance, also to children). This society that has this throwaway spirit and rejects many unwanted children, it rejects the elderly: it casts them aside — they are of no use — and puts them in rest homes, hospitalized. Excess haste puts us in a blender that throws us away like confetti. One completely loses sight of the overall picture. Each person holds on to his or her own piece, floating on the currents of the city-market, for which a slower pace means losses and haste is money. The excess of haste pulverizes life: it does not make it more intense. And wisdom requires “wasting time”. When you return home and see your son, your daughter, and you “waste time”, this conversation is fundamental for society. When you return home and there is a grandfather or grandmother who is perhaps no longer lucid or, I don’t know, has lost some of their ability to speak, and you stay with him or with her, you are “wasting time”, but this “waste of time” strengthens the human family. It is necessary to spend time, time that is not lucrative, with children and with the elderly, because they give us another ability to see life.

The pandemic, in which we are still forced to live, has imposed – very painfully, unfortunately – a halt to the obtuse cult of haste. And in this period, grandparents have acted as a barrier to the emotional “dehydration” of the youngest. The visible covenant of the generations which harmonizes paces and rhythms, restores to us the hope of not living life in vain. And it restores to each of us the love for our vulnerable lives, blocking the way to the obsession with haste, which simply consumes it. The key word here is wasting time. I ask each one of you: do you know how to waste time, or are you always

in a hurry? “No, I’m in a rush, I can’t...”. Do you know how to waste time with grandparents, with the elderly? Do you know how to spend time playing with your children, with children? This is the touchstone. Think about it. And this restores to each person our love for our vulnerable life, blocking, as I said, the road to obsession with haste, which just consumes it. The rhythms of old age are an indispensable resource for grasping the meaning of life marked by time. The elderly have their rhythms, but they are rhythms that help us. Thanks to this mediation, the destination of life in the encounter with God becomes more credible: a design that is hidden in the creation of the human being “in his image and likeness” and is sealed in the Son of God becoming man.

Today there is greater longevity of human life. This gives us the opportunity to make the covenant between all stages of life grow. Much longevity, but we must make more of the covenant. And this also helps us to make the covenant with the meaning of life in its entirety grow. The meaning of life is not found only in adulthood, say, from 25 to 60 years. The meaning of life is all of it, from birth to death, and you should be able to interact with everyone, and also to have emotional relationships with everyone, so that your maturity will be richer and stronger. And it also offers us this meaning of life, which is a whole. May the Spirit grant us the intelligence and strength for this reform: a reform is needed. The arrogance of the time on the clock must be converted into the beauty of the rhythms of life. This is the reform we must make in our hearts, in the family and in society. I repeat: what must we reform? That the arrogance of the time on the clock be converted into the beauty of the rhythms of life. The covenant of the generations is indispensable. A society in which the elderly do not speak with the young, the young do not speak with the elderly, adults do not speak with neither the elderly nor young people, is a sterile society, without a future, a society that does not look to the horizon but rather looks at itself. And it becomes lonely. May God help us find the right music for this harmonious relationship among the various ages: the little ones, the elderly, adults, everyone together: a beautiful symphony of dialogue.



FEEDBACK AND INSIGHTS

Dear Residents,

I don't know who said it originally, but someone told me once 'feedback is a gift, its what you do with it that matters most' and I couldn't agree more! In a hope to be more transparent and open with how we manage the feedback you give us, we are now including a regular update on trends and themes we hear. To kick things off this month I thought it would be helpful to share with you how we collect feedback.

There is a diagram on the next page called "Voice of Consumer Framework" is a diagram that shows you all the many ways we receive gifts of feedback. Your comments are collected from many different places and distributed to our various teams to help them find ways to improve what we do and how we do it. A simple example of how this works is the feedback some of you have provided us about this very newsletter. Over time we had added and remove items within these pages based on your feedback.

Over time, I will also share with you some projects or initiatives that we are working on based on the feedback we have received. I hope these updates will give you a sense how important your feedback is to us.

As always, I encourage you to tell us when something isn't quite right, and equally when we are doing something right too! You can give us feedback in many ways – just like the diagram below shows. OR you can reach us on svcs.info@svha.org.au or call our friendly team for a chat on 1800 778 767.

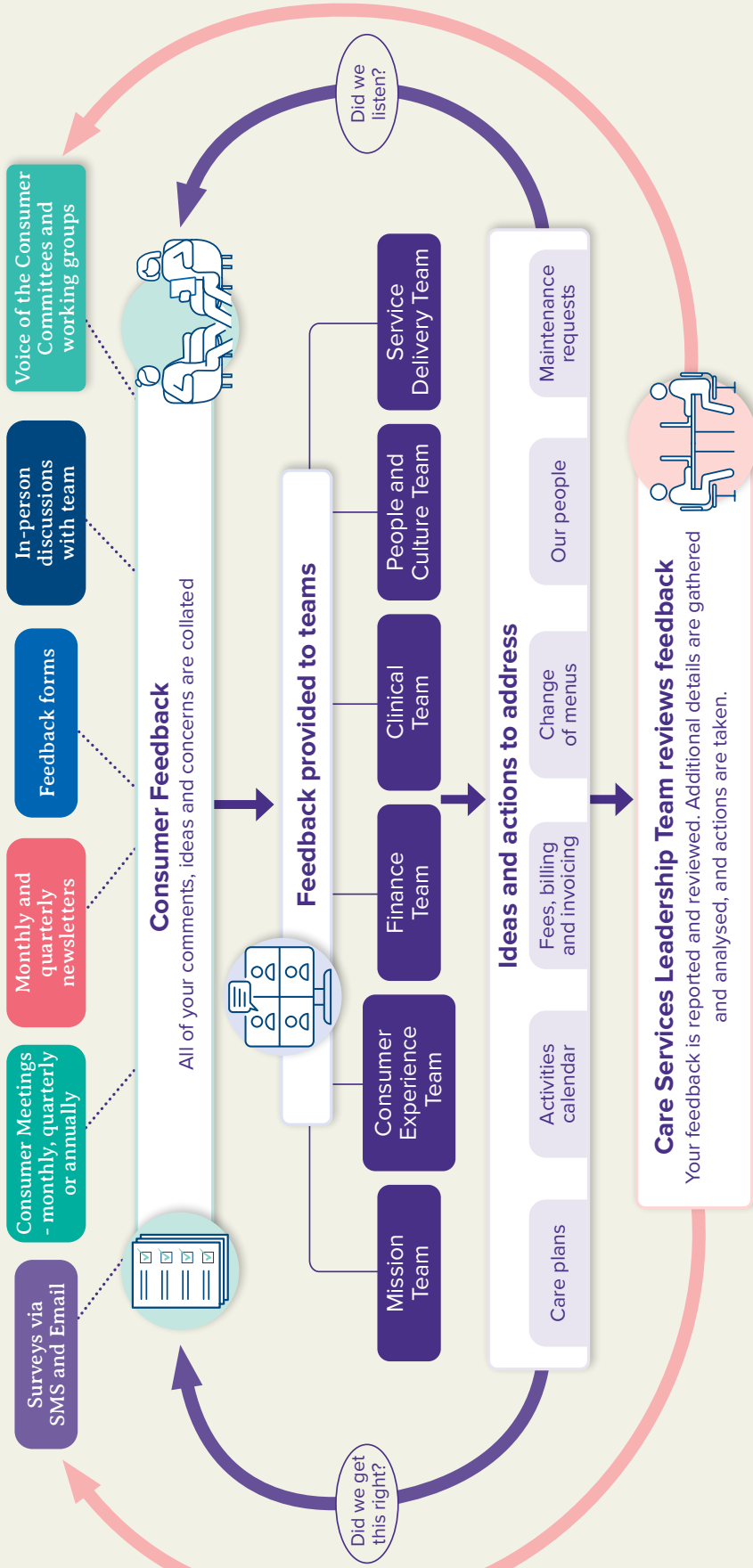
Kindest Regards,

PRUE DENSLEY
SVCS Executive General Manager - Consumer Experience



ST VINCENT'S CARE

How we review your feedback



St Vincent's Care CEO, St Vincent Health Australia Executive and St Vincent's Health Australia Board.

Each executive group reviews consumer reports, analyses feedback metrics, and a consumer shares their story at meetings.

WHO IS MARY AIKENHEAD?

With Mary Aikenhead Feast Day behind us, I thought it might be good to do a bit of a reflection for those who might've passed the day by without giving it much thought. Because even if you're not Catholic, the story of Mary Aikenhead is extraordinary.

We wrote this summary a while ago for the St Vincent's website to give some backstory to who Mary Aikenhead was, but even better, I hope you can appreciate it as a story on its own. Enjoy.



Rickety floorboards. Blinding salt water. Sunburn.

The year is 1838. The *Francis Spaight* sails on a brave four-month journey from Ireland to Australia. There is only one goal for those aboard; to help the poor and vulnerable where the need was greatest. And right now, the need was greatest in Australia.

A group of ladies, known as the Sisters of Charity, had just volunteered (yes *volunteered*) to help the female convict population amid the horrors of the Australian penal colony.

On the final day of the year 1838, the Sisters arrived at Sydney's port. And guided by their leader Mary Aikenhead,

their patron saint, Mary of the Angels, and the Holy Spirit, they began their work in helping those who needed it most, beginning the legacy of what we know today as St Vincent's hospitals, aged care and more.

The story continues

Upon cessation of convict transportation and the closure of the Female Factory in 1848, the Sisters left Parramatta. They continued their ministry to the sick and poor by opening St Vincent's Hospital Sydney in 1857 at Potts Point.

In 1857, the Sisters of Charity established the first St Vincent's hospital in Sydney.

The facilities they established in Australia are now in the care of the Mary Aikenhead Ministries, with St Vincent's Health Australia growing to become one of the nation's largest Catholic health and aged care provider.

The first Sisters of Charity first aged care home

The first dedicated facility for the elderly established by the Sisters of Charity in Australia was at Kangaroo Point, in Brisbane, Queensland.

Land at Kangaroo Point was donated in the 1950s to the Sisters of Charity to build Mt Olivet Hospital, the first modern hospice in Queensland. Soon afterwards, the Sisters' thoughts turned to how best to address the on-going need for dignified facilities for the elderly.

Building on the generous support of their local community, the Sisters purchased neighbouring plots of land as they became available. They and their Board researched the evolving discipline of gerontology and sought ideas from Australia and overseas.

By 1967, just 10 years after the opening of the hospice, they had approval from the Congregation to proceed with construction of a residence for aged persons and a unit of nursing home accommodation. The new facility was named Marycrest, after a Sisters of Charity aged care facility in California, USA.

Due to the evolving discipline of aged care services, it would be another 10 years before the aged care facility finally opened on 11 December 1977.

In the years that followed, the Sisters of Charity expanded their aged care services at other locations in Brisbane, Sydney and Melbourne, paving the way for what is now one of Australia's leading Catholic aged care providers – St Vincent's Care.

So there you have it! I hope it wasn't too much of a history lesson for you, but it helps from time to time for you to know who we are, what we're about and where we come from.

What about you? Have you got a family story to tell? Get the team to reach out to me at svcs.marketing@svha.org.au and we can share your story too!

EDITOR'S NOTE



Jesse works in the marketing team at St Vincent's. In his 20s, Jesse loves writing, technology and history as well as making complicated things seem simple. If you see him around, make sure to say hi! Hit off a conversation on movies, music and Frank Sinatra – but be careful, you may have trouble getting away!

MARY AIKENHEAD FEAST DAY

As always, the day of honouring St Vincent's foundress Mary Aikenhead didn't disappoint!

First was the food and celebration itself, which honoured staff carrying on Mary Aikenhead's legacy and residents who are partners in bringing the legacy of St Vincent's care to reality.



We also honoured staff at St Vincent's through asking for nominations of staff who like Sr. Mary, are the quiet leaders that make their homes and places of work a better place to be – you can see some of those here too!

Endy Nanette – Facility Manager at Douglas

“For his courage in moving from Kew to Douglas and leading Douglas through a range of challenges including a recent outbreak of COVID.”

**Dennie-Renae Kampf
- Enrolled Nurse at Douglas**

“I would love to Nominate a beautiful worker Denni-Renae KAMPF. Denni is an EN at our facility and has gone above and beyond continually. Denni is a Mum to a beautiful girl with special needs so the road she travels is never simple or routine. Where others would cave and quit she quietly and purposely pushes through to succeed. Denni really has been an unrecognised gem to our team and definitely deserves to be recognised for ALL the amazing work she does to help us day in and day out.”

**Emily Ngoc Bich Duong
- Registered Nurse at Carina**

“For her preparedness to support and lead others wherever that support is needed.”

Roxanne Cadiente - Clinical Manager at Kew

“Roxanne is an amazing leader who despite the number of roles she has had to juggle has never complained, and approached every task with a smile on her face. She has not only done an amazing job at Kew, with the rapid increase of residents, but has also worked out at Werribee to assist the team do face to face training and to support the Care Manager. We love Roxanne.”

Kirk Farquharson – Facility Manager at Kangaroo Point

“For his compassionate leadership at both Douglas and more recently at Kangaroo Point his resilience in supporting residents, staff, families through 2 long COVID outbreaks.”

Kul Prasad Bhandari – Living Support Manager at Mitchelton

“For always going above and beyond in supporting all teams.”

JUNE HIGHLIGHTS

A fine day at the gallery

The sun came out as Carseldine residents headed out to Queensland Art Gallery today for their third trip to Southbank!

Residents were taken through a number of paintings and exhibits and had their own chance to do their own art at the end. It turned out to be the perfect day and a wonderful time.



2 and a half hours of The King



It was a fine day for a movie for residents at Werribee as they headed out to watch 'Elvis' at the local Reading cinema. There were rave reviews from residents who loved every minute – highly recommended!



Kew's going back to school

Every Monday the kids from Xavier College pay Kew residents a visit.

It's a brilliant opportunity to share life together with our local community and especially for fellow residents who might not have regular visitors.

We. LOVE. This.





Nearly \$1000 in a week!

Residents at Kangaroo Point are fundraising for people affected by the war in Ukraine. As a part of their fundraising, they've put together an in-house market made up of knitted goodies, donated items and plants from their own gardens.



A book for everyone

Desley from Mitchelton has been collecting short stories and articles from magazines and newspapers to make her own book.

Her wish is for this book to be used by residents and staff to read to the residents that are no longer able to themselves. To get her articles and short stories, Desley has had staff drop off magazines and newspaper clippings.

A really lovely sentiment – thanks Desley!

Australia at its best

It's another week at Mitchelton which means it's another week of art class! Check out a pair of these extraordinary paintings of the great Australia outback!



Making treasures to remember

More from Werribee as residents attended a leather workshop and put together some pretty fantastic looking leather keepsakes!





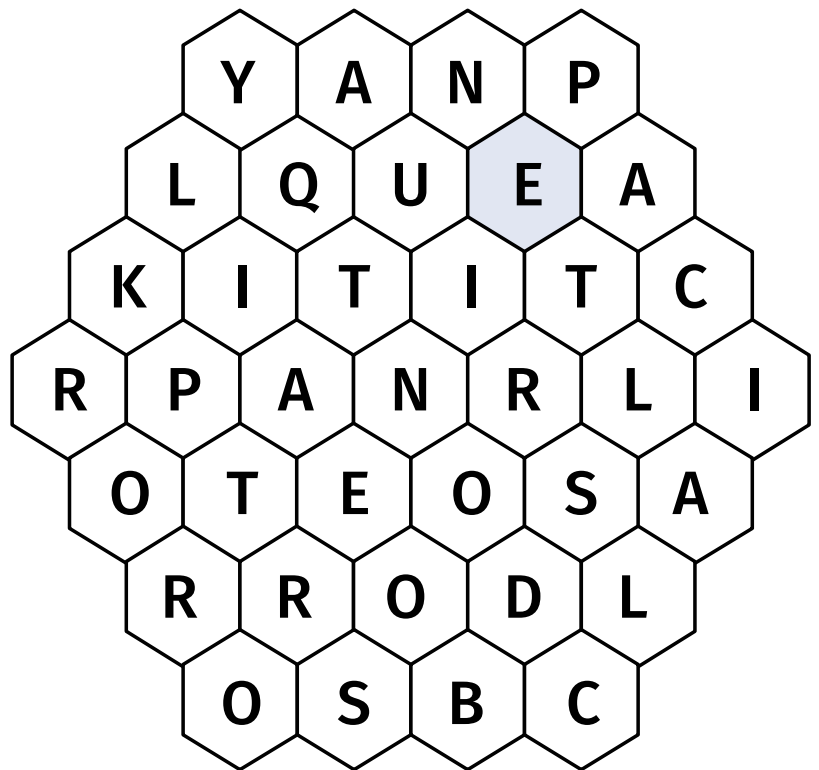
GAMES AND PUZZLES

NEW!

BUZZWORD PUZZLE

To solve this Buzzword puzzle, you will use crossword-type clues, search through a honeycomb of letters, and unscramble anagrams.

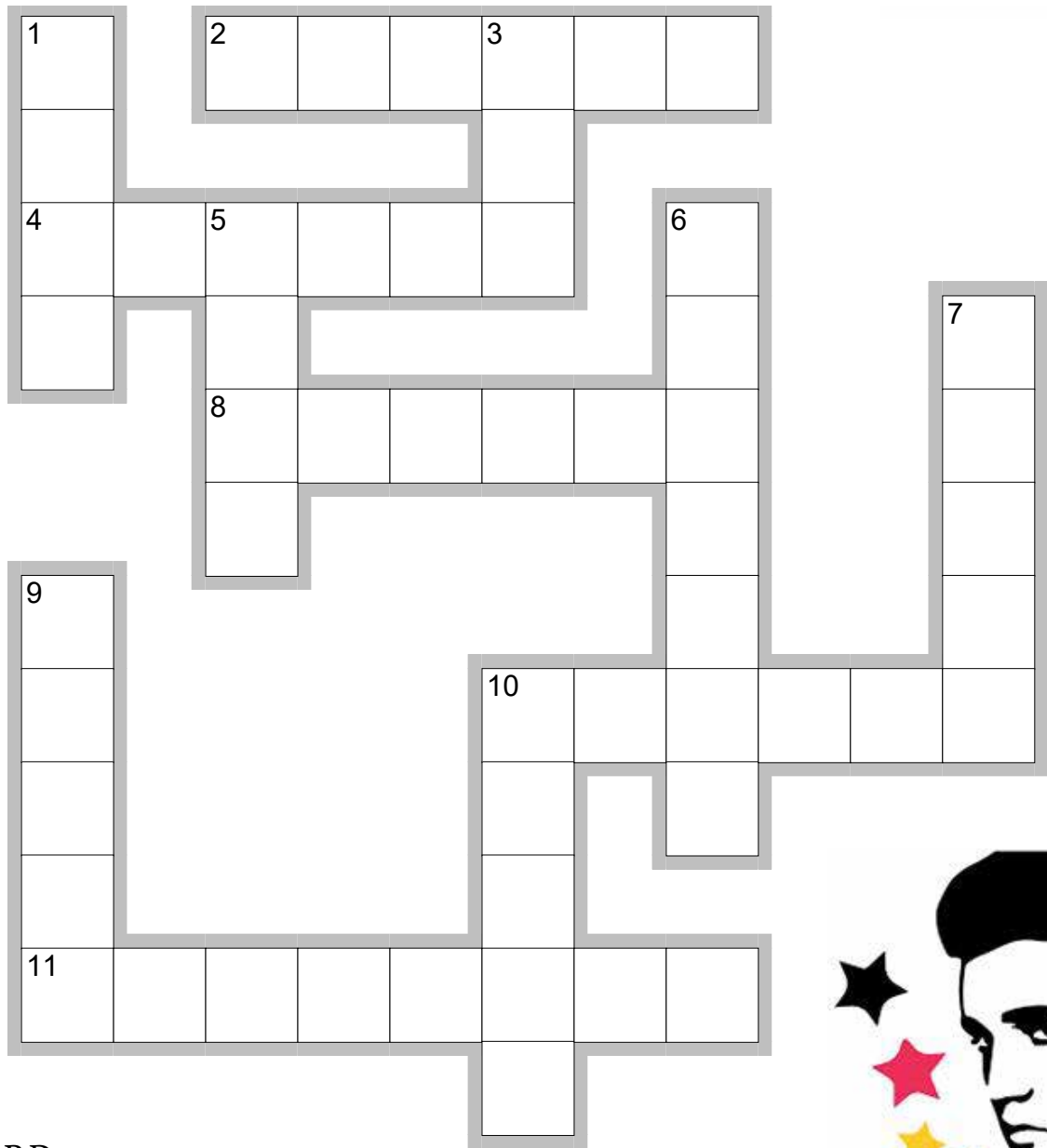
The shaded E and the six letters surrounding it spell PETUNIA, which matches one of the clues below. In the same way, find a 7-letter word for each of the remaining clues. Keep track of the center letter for each answer you find.



Try to find 7-letter words for the remaining clues. Circle the center letter of each word.

1. flowering plant petunia - E
2. a solo performance _____
3. excellence _____
4. person receiving medical care _____
5. adult male domestic fowl _____
6. old item _____
7. opening in nose _____

Now find the BUZZWORD for this puzzle by unscrambling all 7 of the center letters to spell the answer to this clue: a coin



CROSSWORD

REMEMBERING ELVIS

ACROSS

- 2 Love Me _____
- 4 Puppet on a _____
- 8 Crying in the _____
- 10 Return to _____
- 11 Are You _____ Tonight

DOWN

- 1 A Little _____ Conversation
- 3 Hound _____
- 5 Jailhouse _____
- 6 Can't Help _____ In Love
- 7 It's Now or _____
- 9 Heartbreak _____
- 10 All _____ Up



FEEDBACK

Going forward, we would love to encourage residents to submit their own content.

Maybe you're an avid drawer who wants to share their artwork, someone who likes to write a poem or two or you just have a good story you would like to share. All submissions are welcome.



FEEDBACK

If you have compliments or suggestions about our services, or wish to raise a concern, you can contact our customer care team on **1800 778 767** or reach out to our state managers directly.

QLD State Manager:
sally.kelynack@svha.org.au

NSW State Manager:
charlotte.milner@svha.org.au

VIC State Manager:
bernadette.murphy@svha.org.au

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) on 131 450 for support to talk to your aged care provider about your services.

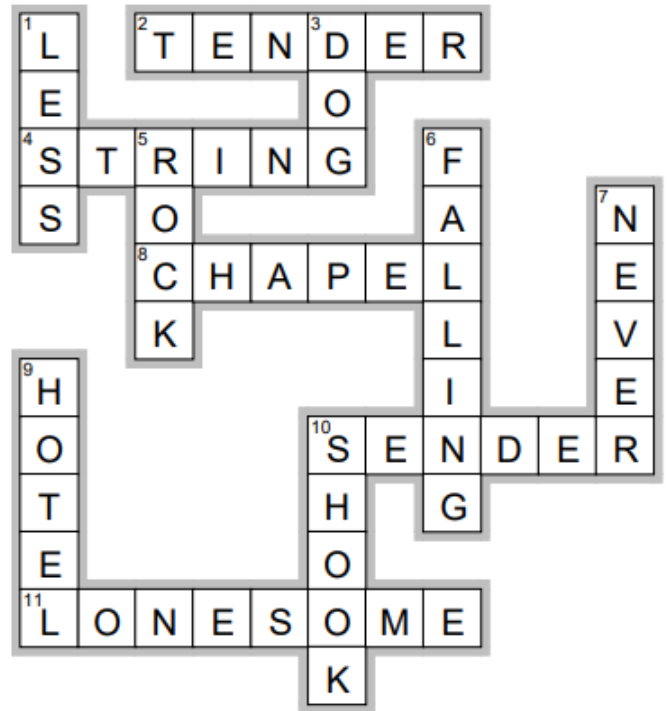
TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

PUZZLE SOLUTIONS

Buzzword answers:

- 2. recital (T)
- 3. quality (Q)
- 4. patient (A)
- 5. rooster (R)
- 6. antique (T)
- 7. nostril (R)

Unscramble all the center letters:
E T Q A R T R to spell QUARTER!



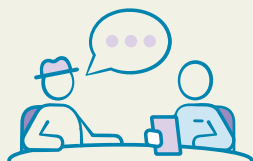
SUBMISSIONS



If you would like to make a submission or provide feedback, please chat to the staff members around you who can pass on your ideas straight to us!

You can also speak with reception staff or email svcs.marketing@svha.org.au.

AGED CARE QUALITY



The Australian Government's Aged Care Quality and Safety Commission provides a free service for anyone wishing to raise their concerns about the quality of care or services being delivered to people receiving aged care services at a government-funded facility.

TRANSLATION OF COVID-19 RESOURCES

The Department of Home Affairs now has a dedicated website for translated COVID-19 information - <https://covid19inlanguage.homeaffairs.gov.au/>. This website provides culturally and linguistically diverse people with a single source of information in 63 languages other than English.

The following resources have also been translated into 63 different languages:

- Stay COVID Free Do The 3
- Testing for COVID-19
- What you need to know about Coronavirus
- Help for finances and mental health
- Protecting you from Coronavirus
- Easing of Restrictions
- Roadmap to a COVIDSafe Australia
- COVIDSafe app - New tool to help slow the spread of COVID-19

You can also contact the Department of Home Affairs if you believe there is a language that should be translated that is not available. You can email through your suggestions to: agedcareCOVIDliaison@health.gov.au.



Please don't hesitate to call

1800 778 767

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BOWEN HILLS QLD 4006



ST VINCENT'S CARE

Q St Vincent's Aged Care