

# THE VOICE OF THE VILLAGE

SEPTEMBER 2023



ST VINCENT'S CARE  
*Retirement Living*



## RETIREMENT LIVING NEWSLETTER







# A LOOK INSIDE THIS ISSUE

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- 4 Village Locations
- 7 CEO Message
- 8 Mission Message
- 9 Meet Ashlee Schaefer
- 10 Profile: Jeanette
- 12 Stroke Foundation
- 14 Local lady helps raise funds for StVincent's Care Hawthorn
- 15 The Men's Shed
- 16 Retirement Village renaming project
- 18 Community Snapshot
- 20 Recipes
- 23 Calendar
- 24 Feedback





# VILLAGE LOCATIONS

St Vincent's Care Services has a total of 8 retirement villages across QLD and NSW.

Auburn - St Joseph's Village



Enoggera - St John the Baptist



Bardon - Bardon Village



Heathcote - John Paul Village



Boondall - Viridian



Mitchelton - Oxford Park



Carseldine - Holy Spirit Village



Southport - De la Salle



A stylized map of Queensland and New South Wales. Queensland is the upper, larger portion, colored in a light purple/lavender. New South Wales is the lower portion, colored in a light blue. The map shows the coastline of both states. Brisbane is marked on the eastern coast of Queensland with a cluster of purple dots. Sydney is marked on the eastern coast of New South Wales with a cluster of blue dots.

# QUEENSLAND



**Brisbane**

# NEW SOUTH WALES



**Sydney**

## QLD

Bardon  
Boondall  
Carseldine  
Enoggera  
Mitchelton  
Southport

## NSW

Auburn  
Heathcote





## MESSAGE FROM OUR CEO



### *Dear St Vincent's Care Community,*

In the tapestry of our St Vincent's homes, each village brings a unique pattern, an individual character and charm that enriches our community. Our aim is to celebrate the unique communities that make up St Vincent's and to foster a common welcoming and peaceful atmosphere across all of our homes.

In the months ahead, we are exciting to be rolling out a number of events for village residents to meet, mingle and connect in your communities. You can flip to page 23 to see the full events schedule for your village.

I am also pleased to witness the strides we're taking with our retirement village renaming project. You, our residents, have been a big part of selecting names that really fit each village. You can read more about this project on page 16 and celebrate this journey with us.

At St. Vincent's, we're always working to make things better. We want to create a place where you feel happy and supported. If you have any feedback or ideas to share, please don't hesitate to get in contact with me at [svcs.ceo@svha.org.au](mailto:svcs.ceo@svha.org.au).

As we move ahead, let's celebrate our history, embrace new ideas, and build connections that make our villages the best they can be.

God Bless,

A handwritten signature in black ink, which appears to read 'Lincoln Hopper'.

LINCOLN HOPPER  
Chief Executive Officer





## MISSION STATEMENT

Last month, I had the pleasure of taking part in the annual St Vincent Cares Sleep Under the Stars alongside, Lincoln Hopper (CEO), other members of the Care Services Leadership Team, Gary Humphrys, Deputy Chair Mary Aikenhead Ministries and Dr Chris Jacobs Vandegheer. Together, we braved the chill of the night to raise funds for Emmanuel City Mission (ECM) to provide food, shelter, and support for people experiencing or at risk of homelessness.

The experience was humbling and gave us a small glimpse of the challenges faced by those sleeping rough each night. Homelessness is not confined to the visible faces on the streets; it touches the lives of over 100,000 souls across Australia, individuals living in insecurity and vulnerability.

Through our collective efforts, we raised \$9000 to support ECM and the crucial role they have in helping 150 homeless or at risk individuals to access support in Brisbane every day.

As part of our ongoing support for ECM, St Vincent's Care funds a St Vincent's Community nurse to provide medical support

to ECM two days every week, and we are proud that our efforts will help ECM continue their vital work. This partnership, born of love and compassion, exemplifies the spirit of St Vincent's mission to care for those in need.

I extend my heartfelt gratitude to ECM for their tireless efforts, and to each participant who braved the night and all those who generously donated. Together, we are weaving a tapestry of change, a testament to the legacy of our founder, Mary Aikenhead, whose heart was dedicated to serving the poor and vulnerable.

May our actions continue to reflect boundless compassion, and may we always find ways to uplift and support those who need it most.

TROY TORNABENE - Mission Leader





## STAFF PROFILE:

### MEET ASHLEE SCHAEFER

Retirement Village Manager  
Holy Spirit Village & Viridian Village



Meet Ashlee Schaefer, the new Retirement Village Manager for Carseldine & Boondall at Holy Spirit Village and Viridian Village. She's all about creating a community where everyone feels right at home. With her caring and understanding nature, she's quickly built strong relationships with the residents and staff during her time with St Vincent's.

Ashlee's journey started when she was just 15, and she's gathered quite the experience along the way. From being an assistant nurse in a nursing home to working in the Birth Suites at the RBWH and even as a Social Work Assistant at Mater Mother's Hospital, she's done it all. Not to mention her roles as a Patient Success Manager and Case Manager, helping families find the perfect Care options.

At work, Ashlee's all about compassion, kindness, and understanding. She genuinely cares about everyone she interacts with, especially the residents. Though, she does admit that sometimes she tries to take on too much at once.

When it comes to tackling challenges, Ashlee brings empathy to the table. She understands where people are coming from and their emotions, which helps her find the best solutions with the resources available.

To handle her workload, Ashlee prioritizes urgent matters first, ensuring quick resolutions and creating a comfortable and communicative environment for all the

residents. She loves open communication and collaboration, encouraging colleagues and residents alike to feel at ease approaching her with their thoughts and ideas.

Despite facing challenges, Ashlee handles them with professionalism and seeks advice from her colleagues, who've been instrumental in her growth and success as a Retirement Village Manager.

Looking ahead, Ashlee has big plans. She aims to continue her career at St Vincent's, supporting and caring for the residents at the retirement village. Her goal is to grow within the company and keep making a positive impact on the St Vincent's Community.

For those interested in joining the industry or taking on a similar role, Ashlee has some sound advice. Be approachable, empathetic, and understanding. Taking the time to connect with the residents is essential for problem-solving and ensuring they genuinely feel cared for.

*“When it comes to tackling challenges, Ashlee brings empathy to the table.”*



## PROFILE:

### JEANETTE - INSPIRING TEACHER, ADVENTUROUS MUSICIAN AND NURTURING CAREGIVER

**Jeanette is a shining star who has recently achieved newfound stardom as part of the Celebrating You campaign, captivating audiences through billboards and screens across Australia. However, to those who know her, Jeanette has always been a star. Jeanette is the definition of a life well lived. She is a remarkable individual, embodying the roles of a loving mother and grandmother, teacher, a seasoned traveller, a gifted musician and above all, an unwavering opportunist.**

After completing school with the Charity Sister Nuns as a talented musician, Jeanette initially intended to apply to the Conservatorium. However, recognizing the male-dominated nature of the field, she anticipated challenges in breaking through. Instead, she seized an opportunity from the Catholic Education Department to train lay teachers to teach in Catholic schools. Jeanette became one of the first individuals not ordained to be educated at the Catholic Teacher's College in North Sydney. Following the qualification she obtained there she was able to obtain her Bachelor of Education degree.

Her teaching journey led her on numerous adventures spanning Sydney, the Lower Blue Mountains, Bougainville in the Solomon Islands and Brisbane. Each location bestowed upon her unique perspectives on life, enriching her with a plethora of captivating stories. Throughout her journey, Jeanette cherished the words of wisdom imparted by

her grandmother: "Never miss an opportunity to be kind."

As an asthmatic, Jeanette was encouraged to move to the Blue Mountains, where the air was clearer. However, fate had other plans when in late 1968 bushfires engulfed the region in thick clouds of smoke. The fires started burning higher up the mountains, but when the wind suddenly changed, walls of flames could be seen racing down to the Lower Blue Mountains where Jeanette lived. On that fateful day, as the fires encroached upon her and her two small children, they found themselves evacuated onto a school oval and were covered with wet towels and no clear escape route. With the fire raging in all directions and separated from her husband and home, Jeanette's sole focus was the safety of her two little ones and the people around her. Though the fires caused widespread devastation, miraculously, their house remained untouched. While Jeanette and her



husband and her little ones were reunited and emerged relatively unharmed, it was a time of solace for the entire community, with many losing their homes and a handful of lives tragically lost.

However, amidst the challenges, life went on, the family grew and when the opportunity to form a children's orchestra arose based on the Suzuki method of violin teaching, Jeanette thought it would be a wonderful musical experience for her children, and one not to be missed. The youngest of her four children was only three at the time, but with Jeanette playing piano, they all enjoyed many happy times playing and learning together. The Suzuki method was a new concept in violin teaching, in that it taught the children to listen and repeat the sounds their teacher made on the violin, much like how a young child learns to speak its language before learning to read the written word. The young children of the orchestra progressed so well with this method of learning that they were featured on the Mike Walsh daytime TV show at that time. Life on the mountains surrounded by nature was a happy time for the family and there was no thought of leaving until an opportunity to work in the Solomon Islands presented itself for both parents.

To Jeanette, the most important part of this venture would be for her children in their formative years to extend their horizons of the world by living in another country and interacting with people of a different culture. And so the family packed up and set out for beautiful Bougainville Island. On arrival Bougainville proved to be all they thought it would be and more. Blue sunny skies, lush tropical vegetation, pristine beaches and happy, friendly people. At the local school, Jeanette had the responsibility of organising the school's music program, as well as testing children from diverse educational curriculums

in order to put them into the correct grade level at the school.

One particular tale she recounts involves a 12-year-old child deemed a lost cause. Driven by her passion for learning and her unwavering kindness, Jeanette dedicated herself to unlocking this boy's full potential. Discovering the boy's knack for hotwiring his mother's car from a young age, she realized that if he can acquire such a skill, he can certainly grasp the essential foundations of education. With this knowledge and understanding of how this particular boy learnt, Jeanette now had the key to unlocking his full potential. She set him practical tasks to arouse his interest, and then motivated him to accomplish these tasks by offering him a special part in the school musical that she was planning for the end of the year. She told him that she knew he had a good singing voice and the part would be his on the condition that he was able to read the script and learn the part himself. And of course, the boy was able to rise to the occasion, filling Jeanette with immense pride and enabling another child a brighter future.

Unsurprisingly, Jeanette has always been a leader and mentor figure and this extends to her time later on in Brisbane. Cyril Connell, the renowned Brisbane Broncos recruiter, approached her to provide support and care for young talents like Anthony Seibold, now a prominent Rugby League coach, and Wendell Sailor, a former Bronco, Maroon, Kangaroo, and Wallaby. Through her nurturing nature, she left an indelible mark on these individuals, who went on to achieve tremendous success in their

*“Never miss an opportunity to be kind.”*

respective careers. Jeanette has also raised a batch of super children of her own who follow in her footsteps of success. In their youth, they represented their state and country in their chosen fields of interest. In their adulthood she now has two teachers, a journalist, a concert violinst and a university lecturer.

With a natural ability to bring out the best in people, Jeanette continues to inspire and uplift others. At Carseldine, she runs a multitude of programs for Independent Living and Residential Aged Care residents. These include art classes, body percussion sessions, musical spoons classes and an upcoming resident choir. She recognizes the importance of keeping minds active and believes that creativity plays a significant role in staying alert, focused, and socially engaged.

Jeanette was suggested to us for the Celebrating You campaign and although initially hesitant, her desire to support one of her art students in the series, Tess, was a big motivation for her to join. She demonstrates that individuals like Tess, are fully capable of creating beautiful things in life.

Jeanette's story is a testament to a life lived with compassion, resilience and an unwavering passion for learning and inspiring others. She reminds us all to seize every opportunity, practice kindness and embrace the diversity that enriches our lives.

You can see more of Jeanette's story in Episode 2 of the Celebrating You series. Until then take these words of wisdom from Jeanette: "We are all different and I think differences should be embraced".







## STROKE FOUNDATION

Around 70 ILU residents and others attended a pre-Seniors Week education session on Stroke and Stroke Prevention presented by the Stroke Foundation. Also in attendance, were Jenny Ware local Federal member for Hughes, and her Office Manager Louise Eddy. Jenny presented flowers to former ILU, now care resident, May Murphy for her 100th birthday. A very well attended and received afternoon. Residents finished off the afternoon with a great finger food spread and drinks provided by the RACF kitchen.

## TRIVIA

Viridian Village and Oxford Park Village each held their own engaging Trivia events. The atmosphere was filled with fun and excitement as participants delved into categories like 60s Music, Boardgames, Movies, Sports and This or That. See the winners of Viridian Village proudly posed for a photo to commemorate their triumph. Interestingly, Oxford Park Village's event took an intriguing turn with a tiebreaker question: How many episodes of the TV show "Sunrise" have aired? Care to venture a guess?





# Learn the F.A.S.T. signs of stroke

**Face**

*Has their face drooped?*

**Arms**

*Can they lift both arms?*

**Speech**

*Is their speech slurred?*

**Time**

*Call triple zero (000). Time is critical!*

**Act FAST and you could save a life.**

[strokefoundation.org.au/fast](https://strokefoundation.org.au/fast)



Scan here  
to learn more





# StrokeSafe Speakers

for community groups and workplaces



Talks are offered free to community groups thanks to the generous support of individuals and groups who have made donations to help us cover our costs.

**Book a StrokeSafe talk where your group will learn the following:**

- What stroke is and how to recognise the signs of stroke.
- What to do if someone is having a stroke.
- How to prevent stroke.

To request a StrokeSafe Speaker  
or for more information visit  
**[strokefoundation.org.au/strokesafe](https://strokefoundation.org.au/strokesafe)**

Scan here to  
learn more



# LOCAL LADY HELPS RAISE FUNDS FOR ST VINCENT'S CARE HAWTHORN

At St Vincent's Care Hawthorn (Mary Mackillop Aged Care) in Melbourne, there's a warm feeling that goes beyond the facade of the building. That is why it is so important that the local community helps out, so that the residents can enjoy their lives in our care.

On May 26th 2023, someone did just that. Marguerite Ryan offered to help raise some much-needed funds by holding a movie morning tea at the Rivoli Theatre in Camberwell Victoria. Marguerite was extremely grateful for the help she received from other members of her community mentioning "we really relied on people and friends and individuals from Mary Mackillop".

She encouraged women from the community to come along for a morning with delicious items on offer, the highlight being the scones with jam and cream and fresh pastries. While enjoying the high quality of the morning tea, along with some hot and cold beverages, the ladies spent the morning watching 'Maybe I Do' starring Diane Keaton, Richard Gere, Susan Sarandon, Emma Roberts, Luke Bracey, and William H. Macy. After its success she

now plans to hold a similar event towards the end of the year to raise more funds for use at Hawthorn.

Marguerite is now retired but has an extensive background in fundraising. She worked with the Christian Brothers for several years overseeing their fundraising in various countries. She then started her own charity "Women for Women in Africa", that helps to provide education for children who often grew up in poor areas around in Africa. Her sustained passion in the cause led to the charity helping to educate over 4,000 children and help their parents and families by providing food especially during COVID. We are very humbled and proud that she has now chosen to assist us in raising funds for St Vincent's Care in Victoria.

If you are wanting to do something similar and help raise funds for your local facility, please get in contact with Greg Potent, Foundation Manager, St Vincent's Foundation Queensland on 0479 187 610. He is there to help.







## THE MEN'S SHED: A HAVEN FOR RETIRED MEN

Retirement can be a wonderful time to explore new hobbies, spend time with family, and enjoy a slower pace of life. However, it can also be a challenging time for some men who may miss the camaraderie and sense of purpose that comes with a career. That's where the Men's Shed comes in.

The Men's Shed is a community organization that provides a space for men to gather and engage in a variety of activities, including woodworking, metalworking, gardening, and socializing. The concept originated in Australia and has since spread to countries around the world, including the United States.

At its core, the Men's Shed is a place where men can come together to work on projects, share their skills and knowledge, and form meaningful connections with others. For retired men, the Men's Shed can provide a sense of purpose and belonging that may be missing in their day-to-day lives.

The benefits of participating in a Men's Shed are many. Working on projects can be

a great way to stay active and engaged, both mentally and physically. Socializing with other men can also help combat loneliness and isolation, which can be a common issue among retirees.

In addition to the personal benefits, the Men's Shed can also have a positive impact on the wider community. Many Men's Sheds engage in community service projects, such as building benches for parks or repairing playground equipment. By giving back to their communities, Men's Sheds help to build stronger, more connected neighborhoods.

If you are a retired man looking for a new hobby or a way to connect with others, consider joining a Men's Shed. There are likely several Men's Sheds in your area, and they are always looking for new members. You don't need any prior experience in woodworking or metalworking to join – the Men's Shed is a place for men of all skill level and has many benefits to offer.



# THE RETIREMENT VILLAGE RENAMING PROJECT



St Vincent's Care is currently undertaking a significant project that will impact all of our retirement village communities. The Retirement Village Renaming Project aims to give each village the opportunity to have a name that reflects its unique identity, while also maintaining consistency within the St Vincent's Care portfolio. In this article, we will outline the reasons behind this project, discuss the process involved, highlight the progress made so far and provide an overview of the upcoming steps.

Many of our retirement villages were previously known as St Vincent's Care (Location) Retirement Village. However, it became apparent that these villages were commonly referred to by different names before they became part of the St Vincent's Care portfolio. This project seeks to rectify this by allowing our village communities to select a name that resonates with their historical roots or represents something new and meaningful.

One of the driving forces behind this renaming initiative is to establish a clear distinction between our retirement villages and aged care facilities. The word 'Care' in the previous naming convention often led to misconceptions about the services provided. By rebranding our retirement villages, we

aim to emphasize the unique aspects of these communities, focusing on the vibrant, independent lifestyle they offer.

To ensure that the renaming process was fair and inclusive, a general survey was distributed to all sites, allowing residents to suggest their preferred names. Sites that received a 90% or higher approval rate for a specific naming option were automatically approved. For sites that did not meet this threshold, a vote was conducted among the top three options identified in the survey. Meetings were organized at each individual site to facilitate discussions, answer questions, and announce the final voting results.

We are pleased to inform you that all the new names for our retirement villages have now been confirmed. A letter has been sent to all eight villages, officially announcing the new names selected by their respective communities. Moreover, we have conducted signage audits across the villages and have initiated the process of ordering updated signage through our Property and Infrastructure team.

While significant progress has been made, there are several crucial steps remaining to complete the renaming of our villages. These steps include finalizing new logos, installing updated signage, changing names from a legal





perspective (e.g., Centrelink, Australia Post), updating website references, and ensuring Google Maps accurately reflects the new names. We are also committed to updating all St Vincent's Care forms and account notices to align with the new village names.

By renaming our retirement villages, we aim to consolidate our efforts toward building a unified St Vincent's Care brand. This unified approach allows us to leverage the reputation and recognition associated with the St Vincent's Care name, ultimately contributing to increased occupancy rates. Furthermore, consistent branding across all touchpoints ensures a seamless and cohesive experience for residents within the St Vincent's Care Retirement Villages network.

The Retirement Village Renaming Project represents an important endeavour aimed at empowering our village communities and fostering a sense of identity and belonging. We are committed to supporting the smooth transition to the new names and ensuring that all necessary changes are implemented promptly and efficiently. Should you have any questions or additional suggestions, we encourage you to reach out to us. Together, we can create a consistent and enriching experience across all St Vincent's Care Retirement Villages.

Auburn



**ST JOSEPH'S VILLAGE**  
BY ST VINCENT'S CARE

Bardon



**BARDON VILLAGE**  
BY ST VINCENT'S CARE

Boondall



**VIRIDIAN VILLAGE**  
BY ST VINCENT'S CARE

Carseldine



**HOLY SPIRIT VILLAGE**  
BY ST VINCENT'S CARE

Enoggera



**ST JOHN THE BAPTIST VILLAGE**  
BY ST VINCENT'S CARE

Heathcote



**JOHN PAUL VILLAGE**  
BY ST VINCENT'S CARE

Mitchelton



**OXFORD PARK VILLAGE**  
BY ST VINCENT'S CARE

Southport



**DE LA SALLE VILLAGE**  
BY ST VINCENT'S CARE

# CHEAT'S CAULIFLOWER CHEESE

5m prep 1h 45m cook 8 servings

## Ingredients

1 cauliflower, trimmed  
2 tbsp extra virgin olive oil  
20g (1/4 cup) shredded parmesan  
40g (1/2 cup) coarsely grated cheddar  
Extra virgin olive oil, to serve  
Micro herbs, to serve

## Procedure

1. Preheat oven to 180C/160C fan forced. Line a baking tray with baking paper.
2. Place the cauliflower head on a lined baking tray. Drizzle with olive oil. Cover with foil, tucking in the edges to enclose. Roast for 45 minutes or until light golden.
3. Remove foil and roast the cauliflower for a further 45 minutes or until golden.
4. Sprinkle with parmesan and cheddar, piling the cheeses high and pressing down slightly. Roast for 15 minutes or until cheese is golden. Season and drizzle with olive oil.





# GINGERBREAD BISCUITS

## Ingredients

125g Butter

½ Cup brown sugar

1 Egg yolk

2 ½ cups plain flour

1 teaspoon bicarbonate of soda

3 teaspoons ground ginger

2 ½ tablespoons golden syrup



## Procedure

1. Cream butter and sugar until light and fluffy. Add egg yolk and beat well.
2. Add sifted dry ingredients and golden syrup – Mix well – knead lightly
3. Divide dough into 6 portions.
4. Roll each portion between 2 sheets of baking paper to 3mm thickness.
5. Cut biscuits
6. Bake in moderate oven for 10 minutes.
7. Cool on tray



**DO YOU HAVE A RECIPE  
WE COULD SHARE IN  
THE NEXT MAGAZINE?**

Scan the QR Code or send us an email at [svcs.marketing@svha.org.au](mailto:svcs.marketing@svha.org.au) and you could be included in the next Voices of the Village.



**VOICES OF THE VILLAGE RECIPES**

# Spend more time doing what you love with St Vincent's home care



**St Vincent's can assist with domestic, nursing, and personal care so you can spend more time on the things that matter to you.**

A little extra assistance in your home can mean:

- Spending more time with family
- Exploring new hobbies or old favourites
- Or even just taking out more time for yourself

We also provide:

- Social support
- Gardening maintenance
- Home maintenance
- Transport support
- Meal preparation
- Fitness support and more!



**Call to discuss out how we can support you  
1800 778 767**



**ST VINCENT'S  
CARE SERVICES**



# UPCOMING EVENTS

## Oxford Park Village - Mitchelton

**Tuesday 22 August** – Hearing Australia  
– 9am to 1pm

**Saturday 14 October** – Golden Years  
Festival – 10am – 2pm

## Holy Spirit Village - Carseldine

**Tuesday 19 & Wednesday  
20 September**  
– Art Exhibition – Multiple Times

**Friday 24 November** – Food trucks/  
Downsizing Seminar – Seminar at 3pm  
and Food trucks from 4pm to 8pm.

## Viridian Village - Boondall

**Friday 15 September** – Wine & Cheese  
Night – 6pm onwards

**Tuesday 3 October** – Paint & Sip  
– 2pm – 4pm

**Friday 24 November** – Downsizing  
Seminar - 11am

## St John the Baptist Village - Enoggera

**Thursday 21 September** – Happy Hour  
– 2pm

**Tuesday 7 November** – Melbourne Cup  
Lunch – 1pm to 3pm

**Thursday 23 November** – Downsizing  
Seminar – 2pm

## Bardon Village - Bardon

**Thursday 23 November** – Downsizing  
Seminar – 10am

## De La Salle Village - Southport

**Monday 4 September** – Happy Hour  
– 3pm

**Monday 25 September** – Paint and Sip  
– 2pm to 4pm

**Monday 20 November** – Downsizing  
Seminar – 11am

## St Joseph's Village - Auburn

**Tuesday 16 October** - Downsizing  
Seminar – 10am

**November TBC** – Aged Care Information  
Session

## John Paul Village - Heathcote

**Saturday 14 October** – Spring Fair –  
10am to 2pm

**Tuesday 7 November** – Melbourne Cup  
Lunch – 1pm to 3pm

## AGMs

**27 November** – Enoggera

**27 November** – Bardon

**27 November** – Mitchelton

**28 November** – Boondall

**28 November** – Carseldine

**29 November** – Southport

**Note:** The events labelled with “TBC” indicate that the time or details are to be confirmed. Event times can be subject to change, check with your village administration closer to the date.





# FEEDBACK

## GOING FORWARD, WE WOULD LOVE TO ENCOURAGE ALL OF YOU TO SUBMIT YOUR 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.

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## SUBMISSIONS

If you would like to make a submission or provide feedback, please email your submission to [svcs.marketing@svha.org.au](mailto:svcs.marketing@svha.org.au) Alternatively, chat to your facility manager who can pass on your ideas straight to us!





## FEEDBACK



If you have ideas or suggestions about your services, or wish to raise a concern, you can contact our customer care team on 1800 778 767 or reach out to the state manager directly:

**Qld State Manager – [nicole.devlin@svha.org.au](mailto:nicole.devlin@svha.org.au)**

**NSW State Manager: – [charlotte.milner@svha.org.au](mailto:charlotte.milner@svha.org.au)**

You can also reach out to our Contact Centre at anytime on:  
**[info.svcs@svha.org.au](mailto:info.svcs@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 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.



**1800 778 767 | [svcs.org.au](https://svcs.org.au)**

St Vincent's Care  
Level 3, East Tower, 25 Montpelier Road  
BOWEN HILLS QLD 4006



**ST VINCENT'S CARE**  
*Retirement Living*