

Southern Star



2023 Winter Edition

Providing safe, secure
housing and care for
homeless elderly

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Meet our new
Consumer Advisory
Committee

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Improve your strength,
flexibility, and mobility in
our hydrotherapy pool

[Read more page 22](#)

**Southern
CrossCare⁺** (WA) Inc.

Southern Plus⁺

 Southern Cross Housing Ltd.

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Cover image: Health and Wellness Centre client Duncan exercising at the gym. Story page 24.

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A note from the CEO



Welcome to our Winter 2023 edition of the Southern Star.

We've had a busy start to 2023 and have been a part of some amazing new initiatives to improve the quality of life for our residents and clients.

To help combat loneliness among residents in our aged care homes, Southern Cross Care (WA) has partnered with the gifting platform Connect the 40%, enabling the public to purchase personalised gifts or experiences for residents to lift their wellbeing.

We have also launched our new Consumer Advisory Committee to support our consumers who have lived experience with SCC (WA) to express their opinions, give feedback and make suggestions on how we can improve future services.

We are now providing safe, secure housing and care for elderly homeless people in Perth through our new Housing the Homeless program at Villa Pelletier. The program seeks to support people who are in greatest need in our community, offering permanent residency in private single rooms for homeless people over 65 who have health needs.

This edition of the Southern Star also features stories about reforms to aged care in response to the Royal Commission into Aged Care Quality and Safety, provides tips on staying connected to family members as we age, and profiles some of our retirement living residents who are doing great things in their communities.

You can read more about these new initiatives and other inspiring stories from our residents and mental health, home care and housing clients in the pages to come.

Clare Grieveson
Chief Executive Officer
Southern Cross Care (WA) Inc.



Meet our new Consumer Advisory Committee



Tracey King
Senior Manager of Client Experience

Our clients and residents are at the centre of who we are and what we do. They live full lives and continue to do so, with the support of our care and services.

Through their personal experiences with our services, they can provide valuable insights into how we can improve to help them achieve their desired quality of life.

At SCC (WA) we want to ensure our consumers have a voice and that we're hearing their perspective on things that personally matter to them.

One of the key outcomes of the Royal Commission into Aged Care was the regulatory requirement for registered aged care providers to support consumers to use their lived experience and participate in the design of their services. It was recognised that as a sector, we have a lot to do to ensure we actively listen to our consumers and close feedback loops with them.

By introducing a co-designed, consumer-led governance model, we are making a shift to

a true partnership where information, issues and actions are openly discussed.

Our staff empower clients and residents to share their opinions by offering regular feedback and engagement sessions along with formalised resident committees. This ensures our feedback processes can be used to set site-based improvement plans.

To further strengthen our engagement with consumers, we recently recruited clients, residents, carers and family members with lived experience of SCC (WA)'s services to join our new Consumer Advisory Committee (CAC).

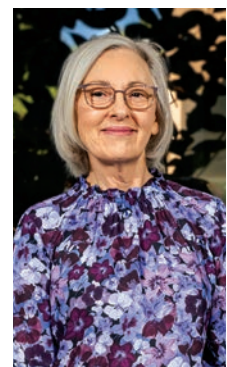
The role of the CAC is to advise on strategies to enhance and promote consumer, carer and community participation. Our CAC membership consists of residents, clients, and their loved ones from all our services which includes our retirement living villages, home care, residential aged care, mental health, disability and Southern Cross Housing portfolios.

“Our Consumer Advisory Committee plays a valuable part in ensuring we continue to develop our services to meet the emerging needs of our consumers. There is no substitute for lived experience and we’re incredibly grateful to our members for their insight and participation.” said Chief Strategy, Marketing and Experience Officer Caroline Webb.

Committee Member Margaret Fisher, whose dad is a resident at one of our aged care homes, said she values the opportunity to be on the Committee.

“I saw it as a great opportunity to provide some consumer feedback,” she said.

“My working history is in aged care so I thought it might be valuable to be able to draw on that experience and knowledge...I’ve also got quite an interest in the aged care system and current aged care reforms so I was keen to participate and see what I could contribute towards the committee.



“It’s mainly about providing a consumer point of view which will hopefully make some meaningful difference in the planning and service delivery for consumers.”

At the inaugural CAC meeting on April 23, members shared in-depth insights from their experiences navigating our aged care and accommodation services, and provided suggestions for future topics and discussion at upcoming meetings.

For more information about the CAC or to connect a resident or client with CAC, go to our website or contact Tracey King, Senior Manager of Client Experience, tking@scrosswa.org.au or call 0499 440 002.

How we are fostering a culture of consumer-centred care

We are partnering with consumers for the benefit of research, education, and improvement in their own care and services.

We are doing this by:

1. Listening and acting on individual feedback across our business, supporting a person’s individual rights with their own care and services
2. Engagement at a local level such as local resident committees, care model co-design working groups, food focus groups and listening circles
3. The establishment of the Consumer Advisory Committee recognising the recommendations made by the Royal Commission

Some examples include:

Residential aged care listening circles

At our residential aged care home in East Fremantle the team have been meeting with residents and families regularly to talk about their suggestions and concerns. They have discussed Star Ratings for the home, improving staff engagement with residents’ individual choices, maintenance issues, cleaning

standards and the food menu. They have also talked about how to encourage residents to join more social groups and communications that are easier to read for the visually impaired. The team have been sharing the feedback from the listening circle and are aiming to implement these improvements on an ongoing basis.

Home care research with Edith Cowan University (ECU)

SCC (WA) has partnered with ECU’s Social Ageing (SAGE) Futures Lab to better understand the views and experiences of the services being offered by our Home Care Team.

You can read more about the research program on page 12.

Retirement living engagement

Foley Village has a Manager’s Cuppa event once a month where residents can chat with other members of the village and the Village Manager. This often opens the door to wider conversations around how we can better support residents to enjoy their retirement and live an easier lifestyle. Success and Donovan Villages recently hosted community barbecues, which our Southern Plus Wellness Partners attended to meet with residents and answer questions about home care services.



How to lodge consumer feedback

We are continuing to improve how we engage and listen to our consumers and there are many ways in which you can provide a compliment, suggestion or complaint about care and services provided by SCC (WA) and Southern Plus:

- Contact your Facility Manager, Village Manager or Wellness Partner on the phone or ask to meet with them to discuss your feedback.
- Talk to your support workers or carers, as they can pass the feedback onto your Wellness Partner.
- We have an online feedback system available to all clients and their families on our website where you can lodge a feedback form – www.scrosswa.org.au/contact-us/feedback/ or email us at feedback@scrosswa.org.au

Use our new QR code which is linked straight to the feedback form. This will go to the relevant manager for actioning in line with our Feedback Policy.

New feedback stations at our sites

Other ways to give feedback include the new feedback stations at all residential care and respite sites, the online feedback form on our website or writing to feedback@scrosswa.org.au.



Lifting resident's spirits through acts of kindness

For many people, enjoying a delft jar full of ginger nut biscuits or taking a dog for a walk along the riverside would be considered a simple pleasure. However, for Joseph Cooke House (JCH) residents June and Ronald, it was a wish come true.

June and Ronald were among the many SCC (WA) residents to have their wishes granted as part of our partnership with gifting platform Connect the 40%.

The platform allows the public to purchase a personalised gift or experience for residents living in aged care homes to help lift their mood and overall mental health.

A boat ride, a tablet to video call family members, and participating in laughing yoga were some of the wishes granted to residents at JCH in March, all due to the generosity of the public.

CEO Clare Grieveson said SCC (WA) is proud to be the first organisation in WA to join Connect the 40% program.

"As people get older, we know that they can become lonely due to change in lifestyle, loss of independence and mobility, and even a lack of connection with family and the wider community," she said.

"Sadly, up to 40% of people living in residential care homes do not receive regular visitors.

"So, the opportunity to engage with our vulnerable residents through personalised gift giving will come as a positive uplift to many living in our residential aged care homes, especially those who don't have someone visiting or acknowledging them on a regular basis."

After the success of the pilot program at JCH, SCC (WA) has since launched the program in its West Leederville home Villa Pelletier and plans to expand the program throughout its other residential aged care homes later this year.

Connect the 40% Head of Social Impact Jakob Neeland said social isolation and loneliness were rife throughout the aged care sector.

"With an estimated 40% of aged care residents receiving no visitors, loneliness is an epidemic among Australian seniors that continues to go unnoticed," he said.

"SCC (WA) is renowned for taking a proactive approach to care for seniors, and members of their Lifestyle Teams have gone above and beyond in speaking with their most isolated and low-mood residents to identify meaningful gifts that will have a significant impact.

"We are currently looking for sponsorship opportunities and encourage any WA-based businesses or Government branches that would like to be involved to reach out and help us continue making wishes come true for seniors in need."



Members of the public can visit www.connectthe40.com, view resident's profiles and wishes and then donate to the cause to bring their wishes to life.



Providing safe, secure housing and care for Perth's homeless elderly



Chloe Fraser
Content and Marketing
Coordinator

For most of us, having a roof over our heads, a full fridge and access to a shower is a given, but unfortunately it is something many people go without.

Sadly, elderly people are one of the fastest growing segments within the homeless population, with people aged 55 and over accounting for 16% of the total homeless population in Australia.

To better support those in greatest need in our community, SCC (WA) has recently opened vacancies at our residential aged care home Villa Pelletier to accommodate homeless people aged 65 and over who have health needs.

Donald, 73, found himself homeless when his rental in Kalgoorlie was demolished. After living in his car for some time, he was forced to sell it to afford a mobility scooter as his health declined. He then spent the next 10 months living on the streets in Armadale.

"It wasn't really a choice (to live on the street), because things financially weren't very good," he said.

"I used to go to housing inspections, sometimes there'd be up to 60 people there, so what chance have I got? It's very tough."

Donald was then admitted to Royal Perth Hospital due to health concerns. He hadn't



been taking his diabetes medication, resulting in swelling of his legs.

"I was there for nearly a month, then they told me to come here."

Donald is now one of the residents who has joined our home under the Housing the Homeless program and says both his physical and mental health have improved considerably since moving in.

"It's great...I feel very, very happy here," he said.

"I've got a room, a shower every day, three meals a day.

"On the street I had to be careful because you don't know who's going to come behind you but in here it's completely safe."

Referrals to Villa Pelletier are being made by Homeless Healthcare, socials workers and emergency departments.

Residents who meet the requirements when assessed by the Aged Care Assessment Team and have demonstrated insecure tenancy will be offered fully funded permanent residency in

private single rooms. Currently we have 23 residents who have moved to Villa Pelletier through the program, and we are looking to expand this intake into the future.

SCC (WA) Chief Executive Officer Clare Grieveson said homelessness was a complex issue with a broad range of contributing factors, particularly for the aging population.

She said the number of people experiencing homelessness aged over 55 is steadily increasing.



"Everyone deserves safe and secure housing, no matter their age, demographic or financial status," she said.

"Organisations like ours have a unique opportunity to help address the issue of homelessness amongst our aging population.

"It's about more than just providing people a place to live. We also need to ensure they have access to necessary support networks and health services to enjoy a good quality of life."



Did you catch us on Ten News?

Scan the QR code to watch the story.

Star Ratings for residential aged care homes



Cathie Martin
Communications Manager

Following the recommendations of the Royal Commission into Aged Care Quality and Safety, residential aged care homes across Australia are being assessed using a new Star Rating system.

The publication of Star Ratings for residential aged care homes is an important milestone for the aged care sector, providing consumers more information to help them make informed choices when deciding on an aged care service for their loved ones.

The Australian Government Department of Health and Aged Care conduct Resident Experience Surveys each quarter with 20% of residents living in residential aged care homes asked to share feedback on their care.

These findings contribute to the overall Star Rating in each residential care home.

The ratings are based on four assessment categories that rate providers on their consumer experience, service compliance with accreditation, care minutes and quality indicators.

Aged care homes receive Star Ratings between one and five stars. A rating of three stars or above means that services are providing everything they are funded by the Government to provide for older Australians, at a good level of quality.

The 2023 round of Resident Experience Surveys commenced in February and will run through to October with the findings of each survey used to inform Star Ratings for each home.

Following survey results from the second quarter of the 2022-23 financial year, Germanus Kent House (GKH) in Broome officially increased its consumer rating from three stars to four stars.

This means 37% of our homes have achieved a three-star rating whilst 63% have achieved a four-star rating. This has largely been driven by a five-star compliance record in 75% of our homes.

“At SCC (WA) we pride ourselves on continuous improvement, so we view Star Ratings as an opportunity to review our services to see where we can do even better.” Chief Executive Officer Clare Grieveson said.

“These are exceptional results despite extraordinary funding and workforce challenges, and we are incredibly proud of all our teams.”



You can learn more about how the Star Ratings are calculated by scanning the QR code or visiting the dedicated Reforms page on our website: scrosswa.org.au/reform

The ratings for Quarter Two (Financial Year 22-23) were as follows:

Facility	Overall Star Rating
Frank Prendergast House	★★★
Germanus Kent House	★★★★
Jeremiah Donovan House	★★★★★
Joseph Cooke House	★★★
Margaret Hubery House	★★★★★
Southern Plus East Fremantle	★★★
Victoria Park Hostel	★★★
Victoria Park Nursing Home	★★★
Villa Pelletier Hostel	★★★★★

Supporting people to remain independent for longer



Cathie Martin
Communications Manager

As people age, it is important they have choice around their care, including where they live, and the way their care is delivered.

With many older Australians wishing to remain living independently in their own homes for as long as possible, the Australian Government has implemented a series of reforms to ensure home care services meet the changing needs and preferences of people as they age.

The Government is working with providers like SCC (WA) to implement the full suite of home care reforms by July 2025. However, one of the biggest changes to already come into effect this year was around the way providers charge for supports and services.

Outlined in the new Home Care Packages Program Operational Manual which came into effect on 1 January 2023, it introduced a cap on how much providers can charge for care and package management. It also scrapped exit fees as well as the ability to charge separately for costs associated with third party service providers.

In addition, the manual outlines the care and services that can and can't be included in a Home Care Package and gives a clear explanation of those inclusions and exclusions.



This also means some care or services provided before 1 January 2023 may no longer be provided.

Following consultation with older Australians and their families and carers, the aged care sector and other community stakeholders, a new program and funding model for in-home aged care has also been developed and will come into effect from July 2025. This will streamline and simplify the way older Australians access home care services and funding to support people to age in place.

We will continue to provide information and updates as they become available.



For more information scan the QR code or visit our reforms website: scrosswa.org.au/reform

Home care clients encouraged to join research project



Tracey King
Senior Manager of Client Experience

Southern Cross Care (WA) has partnered with Edith Cowan University's (ECU) Social Ageing (SAGE) Futures Lab on the Mount Lawley and Bunbury campuses to better understand the views and experiences of the services being offered by our Home Care Team.

The research will evaluate how satisfied our clients and their families are with Southern Plus home care services and the reasons why they choose to access our home care services.

Led by ECU SAGE Futures Lab Director Professor Loretta Baldassar and her team, the research project also aims to better understand how clients define quality home care and how care services and systems may be adjusted to help clients remain independent for longer.

The home care research project will be conducted in two stages through discussion groups, telephone interviews and an online survey.

Findings from the research will help develop a set of recommendations to improve the wellbeing of clients and their loved ones who provide additional support.



Stage 1 – Discussion Groups

We are looking for clients and their families who currently receive home care services from Southern Plus to participate in discussion groups.

The discussion group sessions will be held at Tony Quinlan Respite Centre, Donovan Respite Centre and the Bunbury ECU campus and will run for approximately two and a half hours. Our staff will be there providing a friendly face and light refreshments will also be provided. We can assist with transport if required.

To register your interest in attending a focus group scan the QR code or phone us on 1300 669 189.

Stage 2 – Telephone Interviews and Online Surveys

During June and July 2023, clients will also be invited to participate in a telephone survey. An online survey will also be provided to family caregivers via email to complete.

If you would like to be involved, please register by contacting:

- SCC (WA) client engagement team (telephone): 1300 669 189; or
- ECU SAGE Lab (email): sagelab@ecu.edu.au



For Our Elders

In July, our residents and clients will gather with their community on Yawuru land to celebrate the cultures and achievements of our First Nations people as part of NAIDOC Week.

Germanus Kent House and Bran Nue Dae host a Family Fun Day each year, inviting the Broome community into their home to share a yarn over lunch and enjoy some great cultural entertainment, including music and traditional dance.

This year's NAIDOC theme is 'For Our Elders'. At Germanus Kent House and Bran Nue Dae, our Elders hold an important role in our community and a prominent place in our home.

Our Elders in Broome come from all corners of the Kimberley and Country. They are survivors, leaders, and storytellers, who have seen many changes and injustices in their time. They are custodians of knowledge and lore.



It is through their wisdom, art and stories that culture, and tradition is passed down. It is through their teachings and guidance that our communities flourish.

Life in residential aged care can create some barriers to remaining connected to community. But it is our mission to help our residents and clients remain connected to culture, Country and community through culturally appropriate care as well as cultural entertainment, excursions and activities.

Join us at our Family Fun Day at Germanus Kent House in Broome on Saturday 8 July.
The event will run from 11am to 2pm with kids activities, traditional dancers, live music, food and more.

If you require more information about the research program, please contact:

- Tracey King, Senior Manager of Client Experience – tking@scrosswa.org.au or
- Sandra Gibson, Manager Care Coordination – sgibson@scrosswa.org.au

Laughing out loud



Chloe Fraser
Content and Marketing
Coordinator



You may have heard the saying ‘laughter is the best medicine’, but did you know a daily dose of laughter has many health benefits and can be a great form of aerobic exercise?

Faulkner Park Village resident Janni Goss says her life changed for the better when she decided to prioritise her health and wellbeing by inviting more laughter into her life.

Janni first discovered the benefits of laughter after attending a seminar by Patch Adams, an American physician and clown doctor who believes laughter, joy and creativity are integral parts of the healing process.

She then went on to become an internationally accredited Laughter Yoga leader, teacher and ambassador for Laughter Yoga International after training with Madan Kataria, who founded the program in 1995.

“As a former physiotherapist, I witnessed other people’s stress and experienced a lot of stress myself because of life events,” she said.

“So, I set about learning as much as I could about stress, learning lots of ways to deal with it and along the way I discovered the benefits of laughter.”

Janni was one of the first founders of Laughter Yoga in WA. She established laughter clubs in Shenton Park, within the Cancer Wellness Centre in Cottesloe and has trained many Laughter Yoga practitioners to do outreach classes across Perth, including in SCC (WA)’s residential aged care homes.

Laughter Yoga is a group aerobic activity which creates organic laughter from intentional simulated laughter. Genuine laughter becomes contagious, providing many health benefits. A Laughter Yoga session usually includes hand clapping rhythms, deep breathing exercises, and playful laughter exercises.

Janni said Laughter Yoga had many health benefits and is one of the most cost-effective remedies for stress reduction, boosting immunity and increasing health and wellbeing.

“It’s a group activity which can be done seated, which is probably the safest thing for older people,” Janni said.

“One of the most important reasons to invite more laughter into your life is because it reduces cortisol levels, which helps to strengthen the immune system, relieving stress and tension.”

“In fact, a good dose of Laughter Yoga actually provides people with aerobic exercise, even though it can be done seated. It increases the oxygen supply to the brain, so people end up being more awake and alert as well.”

Known as the laughter lady, Janni has created a “laughter prescription”, with the aim of encouraging others to take responsibility of their wellbeing and outsmart stress for healthy longevity.

“The optimal daily dosage is 20 minutes of laughter,” she said.

“Share your smile, avoid bad news and look for good news, play, laugh and have fun with the people in your life. Access more comedy, be an optimist, exercise your sense of humour and do Laughter Yoga. Seek help if laughter is elusive and give thanks for the benefits of laughter.

“All these things are incredibly important.”



Laughter Prescription

Optimal Daily Dosage:
20 minutes of laughter

- Share your Smile!
- Avoid bad news. Look for Good News.
- Play, Laugh and have Fun with the people in Your Life.
- Access more Comedy - TV, Movies, DVDs, Radio, Print Media and Internet.
- Be an Optimist - Have Hope in Your Life.
- Exercise Your Sense of Humour!
- Use Humour to De-Stress. Laugh at Yourself.
- Find a Laughter Club & do Laughter Yoga!
- Seek help if Laughter is elusive.
- Give Thanks for the Benefits of Laughter.

www.jannigoss.com

Celebrating Murdoch University founder's lifetime achievements



Chloe Fraser
Content and Marketing
Coordinator

As one of five founding professors of Murdoch University, Margaret Hubery House (MHH) resident Desmond O'Connor has achieved more in his life than many would dream of.

Born in 1926 in a small town about 80km from Sydney, Desmond grew up during the Great Depression, and attended primary and high school during World War II.

Graduating high school in 1945, he went on to follow many different career paths; working as a surveyor, civil engineer, senior servant, and academic in Australia and the US.

He lived in the US for 10 years and worked as an engineer in The Pentagon for the US Army Corp of Engineers, undertaking mapping, environmental programs, and research and development.

"It was the era of the Cold War and construction had to take place building tunnels and roads," he said.

"It was quite an achievement to come from being a surveyor back in the bush in Sydney to that sort of work."

Searching for the next chapter in his career, Desmond relocated with his family to Perth where he became a Founding Professor of Environmental Studies at Murdoch University.

"I've done a lot of other things," he said. "I've been a pilot, I've operated boats and I've spent



a lot of time up in the north with the Royal Flying Doctor Service (RFDS)," he said.

"I'm a country chap myself and loved having the opportunity to carry out things that affected people's daily lives first-hand."

Following the death of his wife of 57 years, Desmond made the transition from his semi-rural property in Jandakot to Foley Village in Hilton.

During his time at Foley Village, he enjoyed a relaxing lifestyle, living largely independently and writing a number of books, including his memoir, *A Boy from the Bush*.

Desmond was a resident at Foley Village for eight years before transitioning to residential care at MHH in late 2022.

His daughter Caitriona said her father chose to remain with SCC (WA) because of the positive experience he had at Foley Village and because of his Catholic religion.

"In 2022 Dad had several falls, the last one being quite serious. So, he spent some time in hospital and transitional care," Caitriona said.

"My brother was mostly involved in the business side of arranging his move to Margaret Hubery, but I approached them to ask for a tour. A room came up soon afterwards and Dad decided to take it because he had been very impressed with the tour."



"He chose Southern Cross Care because his Catholic religion had always been important to him and there is a church on site which he attends," Desmond's daughter Caitriona said.

At SCC (WA) we have a unique opportunity to provide many levels of care for our residents and clients as they move through different stages of their life journey. Our residents have an incredible wealth of experiences and stories to share and we are proud to care for residents like Desmond who have given so much to our community.

Sadly, Desmond has passed away since writing this article. Our thoughts are with his family and friends, and they have given permission for his story to be published.



Fr O'Donovan celebrates 65th anniversary in priesthood

Father Dan O'Donovan, a resident at Germanus Kent House in Broome, recently celebrated the 65th anniversary of his ordination into priesthood.

Fr O'Donovan marked the occasion by celebrating Mass at Our Lady of Peace Cathedral in Broome, led by Papal Nuncio Archbishop Charles Balvo, Bishop Michael Morrissey, and Fr Patricio and Fr Liam of Broome parish.

Following Mass was morning tea with the local community and the chance to catch up with friends from his time living in Beagle Bay, an Aboriginal community on the western side of the Dampier Peninsula, north of Broome.

Fr Donovan was ordained a priest on 25 February 1958. He first arrived in the Kimberley in December 1972 after living as a Cistercian monk at the Tarrawarra Abbey, near Yarra Glen in Victoria.

Fr O'Donovan served in many parishes around the Kimberley and is known to many in the Broome community. He spent nearly 50 years living in remote Indigenous communities in the North West including Kalumburu, the La Grange Mission, Lombadina and Beagle Bay.

He was appointed Director of Ecumenism for the Diocese in 1992 and did a year-long sabbatical in India between 1995-1996 before returning to Beagle Bay in 1997.

Fr O'Donovan moved from Beagle Bay to residential aged care at Germanus Kent House in early 2018 and has made many connections with other residents since.

Connecting communities through the airwaves



Chloe Fraser
Content and Marketing
Coordinator



With a profound understanding of what it feels like to be lonely, former chaplain and now Thomas Perrott Village resident Jenny Wright is passionate about using words to bring light and connection to people's lives.

Moving to Perth from the United Kingdom in 1970 when she was just 22 years old, Jenny has experienced many life challenges, most of which she has had to navigate alone. Her son was just four years old when her husband tragically died in a hang-gliding accident in March 1987.

Passionate about helping others who may be experiencing feelings of loneliness, Jenny began working as a chaplain in an aged care facility in Joondalup, where she brought comfort to people in the later stages of life.

After moving to Canberra in late 2018 to be closer to her son, she again found herself alone in a new community.

"A lady I got to know at a Country Women's Association meeting in Canberra mentioned she volunteered at Radio 1RPH, which is a station that turns print into sound for people who have difficulty reading," Jenny said.

"She invited me to visit the station to watch a segment, so I went along one Sunday and ended up going live on-air that day."

Jenny continued volunteering at the station and later suggested they introduce a program celebrating and sharing the stories of people living with disability.

"The station loved the idea, so I joined Dr Monica Short, who is a researcher at the School of Social Work and Arts at Charles Sturt University, and we put a pilot program together," she said.

"Since then, we've produced and presented more than 125 weekly programs, and it's still running.

"Quite often I try to include some of my own stories like how my dad cared for my mum for 10 years after she suffered a brain aneurysm at the age of 55. She was in a wheelchair, was paralysed on her right side and had trouble speaking. He taught her to read and write again, and she even managed to learn to say his name."

Jenny said each program took days to research, write and record but it was worth the effort because it gave others hope when they were struggling.

"I know what it's like to be lonely, and dealing with physical limitations and depression," she said.

"With the things I've gone through I'm able to relate to people who have had a similar experience.

"I can never say I understand how they feel, but I have an understanding of what difficulties they're going through and how it can affect them in their everyday life."

Jenny moved to Thomas Perrott Village in November 2022 and continues to volunteer remotely. She records the program from her home studio, which is set up in her wardrobe, and loves being part of the SCC (WA) community.

"I love it here," she said.

"The people are lovely; Mubanga the Village Manager is absolutely amazing and it's really homely with all the gardens.

"Where I grew up in England, I was in a remote country seaside village where I had the ocean nearby. So, I really missed the water when I was in Canberra, but where I am at the village, I'm able to take my walker and I can walk down to the river, I can walk up to IGA, there is a bus stop right outside that goes to the train station. It's really great."



Volunteers making a positive impact

Volunteers play a vital role in creating positive change in our communities and beyond.

So, it's fitting that this year's theme for National Volunteer Week was 'The Change Makers'.

Celebrated annually in May, National Volunteer Week recognises the support that millions of volunteers contribute to their communities across Australia.

As a gesture of thanks for their generosity of time, and for all they do, we hosted a high tea for our volunteers at Southern Plus East Fremantle on 18 May.

Volunteers enjoyed delicious treats before taking a tour of the aged care home. They were also presented with a gift of thanks and a pin to recognise their service.

Head of Pastoral Care and Volunteer Services Ian Simms spoke at the event, thanking volunteers for their kindness and generosity.

"A change maker is defined as someone who takes action to make the world a better place and our volunteers are that indeed," he said.

"Change does not only have to be national or international, but it can also be so local that it changes the day for someone who rapidly is coming to believe that they have been forgotten by the world.

"Our volunteers are people who give small gifts of kindness that work from the inside to change an older person's perspective.

"In that respect, our volunteers are our wonderful change makers, and we celebrate them today."

From retirees with a passion for enriching the lives of others, to people who cared for a family member in later life, to teenagers who want to do something meaningful with their free time, our volunteers make a significant difference to the lives of our clients and residents.

We are so thankful for the 110 people who make up our band of volunteers.

Find out more about volunteering with SCC (WA) by visiting our website:

scrosswa.org.au/about-us/careers/volunteering/



From Diagnosis to Hope: Richard's story of living with Parkinson's disease



Trent Caldwell
Digital Marketing
Coordinator

Villa Pelletier resident Richard is one of an estimated 100,000 Australians living with Parkinson's disease.

Parkinson's is a progressive neurological condition with a wide variety of symptoms. No two people will experience Parkinson's in the same way.

While the average age of diagnosis is 65, about 20% of people with Parkinson's have symptoms before age 50, with many diagnosed in their 30s and early 40s.

Richard is one of those affected by Young Onset Parkinson's. First diagnosed when he was just 40 years old, Richard has since faced many challenges over the last 25 years.

"I was at work one day and I couldn't move my hands, so I went to the doctor, and he told me to go see a neurologist," Richard said.

"I noticed I was getting very tired quickly, I couldn't move my hands, my balance was really bad. I'd shuffle when I walk and sometimes, I found myself falling.

"My speech was really bad, and something simple like cleaning my teeth would leave me knackered."

Now 65, Richard remains resilient despite living with both Parkinson's disease and the many side effects associated with his medication.

"I've had bad side effects (from the medication) that have caused me all sorts of problems," he said.

"It wasn't an issue initially, but it has changed over the years, and I buried my head in the sand for many years."

Villa Pelletier Facility Manager Sharon Hallam said medication and management was extremely important for people living with Parkinson's.

"When we first met Richard, his speech was impaired because he was on the wrong medication. He had bad tremors, and he wasn't looking after his Parkinson's in general," she said.

"Now we've connected with a specialist so we can make sure we give him the right medication at the right times. It's like he's a whole different person."

"You can understand him when he speaks, he's no longer unsteady in his gait, and his shakes are a lot better too."

Now he has better care management in place, Richard's symptoms are much more manageable and he's able to enjoy a better quality of life.

"I've done computer programming my whole life and can now work remotely from home as a contractor," he said.

"I have been working with the same company on and off for about three years now and the owner of the business knows about my condition."

Richard praised all the staff at Villa Pelletier and hopes sharing his story will help raise awareness of Parkinson's disease.



SCH tenants building lasting memories



Chloe Fraser
Content and Marketing
Coordinator

Living in a caravan park for 20 years, Southern Cross Housing tenants John and Brenda thought their van would be their forever home. But when the owner of the caravan park decided to sell, the couple found themselves heartbroken and with nowhere to go.

"It was a pretty awful time and really quite stressful to be honest," Brenda said.

"We had nowhere to take our van. You could say we were desperate because we didn't know where we were going to live or how long it would take to find somewhere."

After reluctantly selling their caravan, John and Brenda approached the Housing Authority to see if they could be eligible for public housing.

"We didn't have the money to buy a place and we didn't know where we would be able to afford to rent," Brenda said.

"So we went to Homes West, filled in all the forms and told them about the predicament we were in," John said.

"That's when they suggested Community Housing. The very next day, we got a phone call that we had been accepted for a unit with Southern Cross Housing."

The couple have been living in their Southern

Cross Housing unit for 14 years now and have enjoyed life in their small complex.

"There are seven units here and we all know each other. If anybody needs anything there's always somebody around," Brenda said.

"We've just been really happy here. It's just wonderful."

Making the house their home, they said their favourite memories in the unit have been watching their grandchildren grow up.

"We've had them over for sleepovers and barbeques and when they have come to visit it has lightened our day," Brenda said.

Southern Cross Housing is a not-for-profit community housing provider, providing subsidised rental housing options for low to middle income earners over 55. We work in partnership with the Department of Communities to provide a home for West Australians over the age of 55 years who earn a low to moderate income and have been registered on the Department's joint waitlist.

The private rental market is often out of reach for many people in our community and our goal is to help tenants find a stable home and live a better quality of life. With almost 400 affordable housing options available, Southern Cross Housing has been critical to support those in need to have a stable and secure place to call home.

Improve your strength, flexibility, and mobility with confidence in our hydrotherapy pool



Ivan Kanestic
Physiotherapist



Whether you're recovering from an injury, living with a chronic condition or simply want to live a healthier and more active life, our team of allied health professionals are passionate about working with our clients to optimise their health goals.

Our heated hydrotherapy pool at Southern Plus Health and Wellness Centre in East Fremantle is an ideal exercise option for over 55s. We offer small group classes or one-on-one sessions supervised by physiotherapists or exercise physiologists.

Hydrotherapy, or aquatic therapy, is a specific form of exercise treatment undertaken in heated water.

The warmth and buoyancy of the water can help reduce pain or muscle spasms and increase circulation. By reducing the risk of pain, clients are confidently able to improve their strength, joint range of movement, flexibility, and mobility.

Hydrotherapy is beneficial for people who suffer from injuries or conditions that are easily aggravated by weight-bearing and is also an ideal treatment option for individuals who otherwise would have a poor tolerance for land-based exercise.

Our goal is to help clients achieve therapeutic successes in the water, and

then progress to land-based exercise and rehabilitation programs in our well-equipped gym wherever possible. If not, then hydrotherapy can be used as a substitute for land-based gym exercises.

Hydrotherapy can benefit the following conditions:



Musculoskeletal Injuries

This includes conditions such as muscle sprains (or tears), Osteoarthritis, Rheumatoid Arthritis, low back pain, or Ankylosing Spondylitis.

The buoyancy effect of water reduces the weight bones, muscles, and joints must bear. It also decreases swelling, increases blood flow, and decreases pain.

Water also provides an accommodating resistance to work against.



Orthopaedic Conditions

Hydrotherapy is commonly used for people recovering from lower limb surgery (such as hip, knee or foot surgery or injury) who have difficulty mobilising and/or inability to fully weight-bear. Hydrotherapy can also be used for rehabilitation following upper limb and back surgery.

The amount of effort can be determined by the individual with the alteration of speed or extra pieces of equipment may be added to further increase resistance. The warmth of the water will help relax tight muscles, allowing range of movement exercises to feel easier.



Neurological Conditions

Hydrotherapy is a beneficial exercise and rehabilitation option for people with a range of neurological conditions, including stroke. Warm water decreases joint stiffness, normalises tone and promotes relaxation of the muscles.



Cardiopulmonary Conditions

Hydrotherapy may be used as part of a pulmonary rehabilitation or cardiac rehabilitation. Cardiopulmonary conditions include a range of serious disorders that affect the heart and lungs.

The buoyancy effect of water supports the body, meaning stress on weight-bearing joints is relieved. As a result, exercise seems to take less effort, meaning breathlessness takes longer to set in.

"Up until I retired about 18 months ago, I was sitting a lot, just by the very nature of my work. And I really felt quite heavy and sort of stale. I've noticed since I've been coming to both the gym and to Aqua classes (at the Health and Wellness Centre) that I feel mentally alert. The staff are extremely helpful and they're also very knowledgeable. I get out of the pool and think 'that was such a great start to my day'. It's definitely made a massive difference. I feel physically strong and physically well."

- Health and Wellness client Julie

For more information or to view our hydrotherapy class timetable visit our website www.scrosswa.org.au/our-services/health-wellness/timetable/

Prioritising health and wellness after cancer diagnosis



Chloe Fraser
Content and Marketing
Coordinator

Our exercise physiologists at Southern Plus Health and Wellness Centre work daily to help inspire and motivate our clients of all abilities to remain strong, active and independent.

Their support has been invaluable for our client Duncan who started attending the gym at the centre after he was diagnosed with bowel cancer in late 2019.

Duncan is part of an Asbestos Review Program run by the Respiratory Department at Sir Charles Gairdner Hospital. He found out about his diagnosis after participating in a CT scan as part of the program.

"In November 2019, I got my low-dose CT scan with the asbestos review clinic and after that they called me and said I needed to have a few more tests and a colonoscopy," he said.

"The results came back, and I was diagnosed with stage four cancer.

"I was shocked because I had no symptoms whatsoever."

Duncan had his first surgery on 6 December 2019.

"After I recovered from that I was then put on a chemotherapy regime, which was a strong one.

"My first round of treatment was about 26 sessions, that included some radiation therapy as well, and that lasted just over



11 months. Then I went into remission and that bowel cancer cleared.

"But about nine months later I found out it had spread to both my lungs, so now I'm being treated for metastatic lung cancer."

Duncan said he first learned about Southern Plus Health and Wellness Centre through his wife Suzanne, who participated in aqua classes in the hydrotherapy pool.

"I've never been a big gym junkie but since cancer came along, I've taken a higher interest in sustaining my health," he said.

"When I first started coming here the staff were very helpful in making up a program that was going to suit me, that wasn't going to impact me too much in terms of my cancer treatment and tailored the exercises around my situation.

"Every few months Jin will make a few slight adjustments to my program and talk me through it."

Even with an intense treatment cycle, Duncan doesn't let it stop him from hitting the gym.

"I like coming here because it's a small, cosy, boutique gym and it's never crowded," he said.

"I draw some inspiration from the people here. They offer a good service, and nothing seems to be any trouble."

Supporting our mental health clients to achieve their goals



Chloe Fraser
Content and Marketing
Coordinator

Experiencing severe anxiety around travelling in vehicles, Community Mental Health client *David has faced great barriers in leaving his home.

His anxiety has meant he has been unable to attend medical appointments and address some of his physical health concerns.

But after developing a recovery plan based on his goals and personal needs, David has made great progress working alongside our team of Recovery Partners to slowly build up his ability to be in a vehicle.

Recovery Partners Ryan, Chelna and Chantelle supported David throughout the process, encouraging his efforts and celebrating any new goals reached along the way.

"We did a lot of work with David to desensitise him, starting off by just sitting in the car for a little while and then slowly increasing this each time," Ryan said.

The process was done at David's pace and when he felt comfortable, they moved on to the next stage of sitting with the car engine

running and then taking some journeys around his neighbourhood, increasing the distance they travel each time.

Through consistency and encouragement from his Recovery Partners, David recently travelled to a medical appointment which was a 25-minute drive from his home.

"Once David set a goal of five minutes in the car, I set my stopwatch and then we just sat and had a chat," Ryan said.

"That took his mind off things and then we made seven minutes without even realising that we went over his goal.

"So, it's great to see him setting and surpassing goals like that."

David said the process had been hard, but he was proud of his achievements.

"It's been challenging, but it's also been quite good and rewarding," David said.

"You won't have any reward if you don't put the effort in."



** Name changed to protect client's identity*

Honouring lives through pastoral care



Ian Simms
Head of Pastoral Care
& Volunteer Services

He was old. He was frail. He was slumped in his chair. He needed others to take care of him in the most basic of ways. If anyone were to assess his ability to function in society right at this minute, the result would be rather dismal. I guess it is for this reason that some people, so intoxicated with performance, dismiss the elderly as irrelevant. It's sad, isn't it?

What people don't see when they look at the man slumped in the chair is the wealth of experience that is wrapped up in this man. His name is Andrew*. He had been a farmer in WA for most of his life. He was descended from several generations of farmers who had helped to feed the nation. Andrew had an intimate knowledge of the land and animals, something city folk know hardly anything about.

Remarkably, Andrew had not only given himself to farming, but there were three patents in his name for farm machinery that he had designed and seen through to manufacture. These pieces of equipment are still in use on Australian farms today and there are many overseas farmers who are benefiting from the same invention. All without even knowing that their livelihoods have been enriched by this man slumped in the chair.

On top of that, Andrew had become concerned about animal cruelty during his years in the country. He had championed better farming practices and had been outspoken about best-

practice slaughtering techniques to minimise animal distress. Few people had taken much notice of his concerns back then, in their headlong dash for greater profits. But then again, Andrew was years ahead of his time.

For all that, here he sat slumped in his chair, a man with such rich experience that could not be dismissed. Even for the performance-obsessed, Andrew's experience could not be devalued. It was current and effective, continuing to benefit the wider community.

Yet as I reflected on our pastoral conversations over the months before his decline had taken effect, I wondered how we honour the wealth of experience that people have.

While his days of working the land were long since gone, he represented the cumulative contribution of generations. In addition to the range of care that we are privileged to offer, we are able to respect Andrew and treat him well, which inevitably says to this man slumped in the chair: Your contribution is not forgotten, and you are valued to the end.

** Name changed to protect his identity.*

SW Ladies Social Support Group



Chloe Fraser
Content and Marketing
Coordinator

Three Busselton women have formed a special bond thanks to a new social support group helping Southern Plus home care clients connect with others in the community.

The South West Ladies Social Support Group gives home care clients an opportunity to meet once a fortnight in a social setting.

The group came to life about six months ago, after home care client Kay suggested the idea to her Wellness Partner Claire Williams.

"There's a lot of lonely people out there," Kay said.

"I can get out and about because I have family down here, but others don't have that.

"So, it's nice to have an opportunity to meet new people and get out into the community."

The group meets in Busselton every fortnight for about two and a half hours.

Group member and home care client Helen said she looks forward to the fortnightly catch ups and always went home "feeling lighter and happy" after meeting with the group.

While there are only three members, Kay said the group always have a great time doing activities, visiting cafes or enjoying a picnic on the beach, often interacting with other members of the community during their outings.

"Our support worker Fran organises it all, I can't speak highly enough of her," Kay said.

"A couple of times we've been to the beach for a picnic and two other people, who we didn't even know, joined us for a cup of tea. The last time we went to a café, the owner came up and joined in playing games with us.

"So, when we get together, we just laugh and laugh, and get to talk to all these different people. It's just fantastic."

Home care client Laureen said the group has been an "extremely positive experience" adding support and laughter to her life and helping to keep her mind active.

"Having the privilege of getting together has been so enjoyable and I think being able to be a part of other people's lives out in the community is so important, especially in this day and age."

Support Worker Fran McGuinness said having the opportunity to get together socially with others and do activities was rare, especially for people who live alone.

"It's been wonderful to see the group grow in confidence, support each other through life's ups and downs, and share life with heaps of laughter along the way," she said.

"It certainly fills me up with warmth and happiness.

"Hopefully reading this might give others confidence to take that first hard step out of their comfort zone, to try something new, with possibilities of new opportunities and new friendships."

If you are a home care client based in the South West and are interested in joining a support group, speak to your Wellness Partner.



Tips to stay connected with people who have a hearing impairment



Chloe Fraser
Content and Marketing
Coordinator

Our staff are constantly learning new strategies and ways to care for and remain connected to our residents and clients with age-related hearing impairments.

Hearing loss can impact a person's ability to communicate and stay connected with their communities, often leading to feelings of frustration and isolation. According to Ear Science Institute Australia, one third of adults over the age of 55 and three in every four people over 70 experience hearing loss.

Harry Turner, who is one of our Registered Nurses at Margaret Hubery House (MHH), said aged care workers often interact with many residents who all have various levels of hearing impairment.

"We do have a significant number of residents at MHH with hearing impairments, but it's not always as simple as just wearing hearing aids," he said.

"Sometimes people don't like hearing aids, they might find them uncomfortable, or the sound is just wrong to them. Then some people who do wear hearing aids still might not be able to hear as well as they once could.

"So, it's important to tailor to the individual's preferences to help them feel as comfortable as possible."

Harry provided his top three tips to stay connected with residents or a loved one living with a hearing impairment.

1. Always approach the person from the front so they don't get startled or frightened.
2. Use a clear voice and try to speak slower than you might normally speak.
3. Be aware of your body language. If you're open and friendly it can really help to put someone at ease.

"Knowing these communication skills is also quite important in the early stages of hearing loss as well, when a person might be a bit frustrated or confused about what's going on," Harry said.

"Another thing to consider with people with hearing impairments is that they can often have other like comorbidities going on, like other diseases or health issues that could interact with that. In aged care, dementia is a common example of this.

"One lady I was caring for didn't like to wear hearing aids. We figured out that she preferred to have a little whiteboard that she carried around in her walking frame. We would write messages on it, she would write back, and it worked really well.

"So, a lot of the time, we're thinking of other ways or strategies to communicate and overcome those challenges."

Home care client Mary celebrates her 105th birthday

For many of our clients, it's their aim to remain in their homes for as long as possible. And with the help of our home care support workers, 105-year-old Mary is able to do just that.

Mary was born in Yorkshire on 28 May 1918. She moved to Australia in 1960, where she resided in Perth before later moving to Bunbury to be closer to her son.

From a young age, Mary's father taught her to play the organ hoping she would become a cathedral organist.

But Mary instead decided she wanted to be a nurse.

She began nursing when she was 19, working in general hospitals in England before going on to become a midwife.

Her career took her many places including working as a midwife for a year in Glasgow, Scotland and doing overseas relief for a year in Greece.

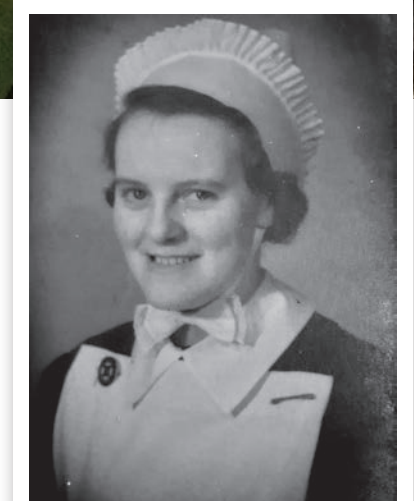
Mary later married her husband who was a doctor, before moving their lives to Perth.

Mary has lived through many world events and experienced many changes over the past century but has always had a positive outlook on life.

"There have been a lot of changes," she said.

"The world can be very topsy-turvy...you just don't know what's going to happen next."

She has taken up many hobbies over the years including an interest in weaving, with many of her pieces featured in exhibitions at the Bunbury Art Gallery.



Mary said she was grateful to have so much support around her, especially from her family and Southern Plus support staff who help her to continue living in her own home.

"They visit me three times a day for breakfast, lunch and dinner and take me shopping and to the doctor," she said.

"I'm very well looked after by Southern Plus."

Retirement Villages thriving with strong market



Adam Green
Licensee &
Sales Manager

Winter is here and what a ride 2023 has turned out to be. The real estate market is still very strong, and this is continuing to come through into our Retirement Villages which brings only good things for our residents and village life.

Summer of 2023 saw some of the most buoyant times in our village for many years, and this complimented the positive resident intake we saw last year.

Traditionally we have a vacancy rate in each village of around 14-16% with around 10-12% of the village on the market at any one time. This is also the industry benchmark, and we pride ourselves on aiming to keep in line with or below these benchmarks. At the time of writing, our villages are below 5% on the market, which is an incredible result looking back to where we came from only 18 months ago.

So, what does this mean for our residents? Most importantly, it means the communities are thriving. Our villages are gaining new residents, seeing the attendance numbers at events increase, and fresh ideas and inspiration brought into the villages. It's allowed some of our dedicated and longstanding residents to step away from committees and allow someone else to take the reins with fresh ideas. It's also brought new stories, friendly faces and a greater sense of community into the villages, and this is ultimately why people move into our Retirement Living.

From an outgoing resident and Southern Cross Care (WA) perspective, the low vacancy rate is giving residents the confidence that their villa will sell when the time comes so they can use the money for their next stage of life, or their family is able to close a chapter. It's allowing the price of

the villas to stabilise and in some cases, start to follow the residential market with increased prices. This ability to sell the villa quickly has allowed families to make plans and gives our outgoing resident peace of mind.

Our journey this year has been a rollercoaster, with a lot more highs than lows. Our entire Retirement Living team has been incredibly busy, and I certainly couldn't have achieved the results we have seen without their complete support and backing. They drop everything to ensure a new resident or outgoing resident and their family have the smoothest, most stress-free journey possible. They are there day in and day out and the small things make all the difference, so next time you see a team member in the village, maybe stop and enjoy a coffee with them.

The marketing team have done a great job too with our new presentations and imagery for all of our villages. If you haven't seen the videos, jump onto our Facebook page and have a look. The residents and the villages can't help but make you smile when watching them. This presents a great reflection on what our village life is like and has brought in so many amazing new residents.

So, what does the rest of 2023 look like for the sales team? Sadly, it is my least favourite time of the year where the boat is officially under cover until it warms up again. However, it does give us time to reflect on this financial year, gear up for the 2023/2024 financial year and get ready to hit the ground running. We have made our sales plan for the year ahead and now we are focused on our incoming residents to ensure their journey is as smooth as possible.

From the sales team, I wish everyone a warm and safe winter, enjoy the cooler weather and if you see me around the villages, I'm always free for a chat.

Foley Village

84 Collick St, Hilton

Located just six kilometers from Fremantle, Foley Village in Hilton is an ideal retirement location.

Featuring 86 terraced villas with either two or three bedroom options, Foley Village is pet friendly and offers a welcoming sense of community. The village features a luxury two-story Community Centre with a gym, library, computer room, pool table, putting green, indoor carpet bowls, and large TV screen.



Scan the QR code for a virtual tour of Foley Village

Villa 76



3 bedrooms, 1 bathroom, 2 toilets, 1 car space

\$460,000

- Ground level, 3 bedroom villa featuring internal and external courtyards
- Ensuite to the master bedroom and a walk-in robe
- Air conditioning
- Recently painted and carpeted
- Single remote garage
- Powder room with toilet and hand basin

Thomas Perrott Village

10 Houtmans St, Shelley

Featuring a total of 55 units with either one, two or three bedroom options, Thomas Perrott Village offers a great atmosphere with both lease for life and rental accommodation available. The onsite Community Centre offers a comfortable place to catch up with friends, with a library and reading room, pool table, a large TV screen and a fully equipped kitchen. The leafy gardens and outdoor entertainment areas provide the perfect setting for an afternoon BBQ or to sit and have a cuppa while enjoying the fresh air.



Scan the QR code for a virtual tour of Thomas Perrott Village

Villa 6



2 bedrooms, 1 bathroom, 1 toilet, 1 car space

\$275,000

- Surprisingly spacious, light and modern
- Large open plan living
- Private, fully covered in courtyard
- Ducted air conditioning throughout
- Pet friendly

"I just love it here at Thomas Perrott Village. The people are lovely, the Village Manager is absolutely amazing and it's just really homely with all the gardens. Where I am at the village, I'm able to take my walker, I can walk down to the river, I can go up to IGA and there is a bus stop right outside the village." - Jenny

Margaret Hubery Village

36 Fifth Ave, Rossmoyne

Just 500m from the Canning River in Rossmoyne, Margaret Hubery Village offers an idyllic lifestyle in a peaceful setting.

Featuring 37 units, the village offers a welcoming sense of community, perfect for retirees who like being outdoors and close to nature. The onsite Community Centre includes a library, pool table, indoor carpet bowls area and large screen television. The centre also provides a fully equipped kitchen and outdoor BBQ area.



Scan the QR code for a virtual tour of Margaret Hubery Village

Villa 7



2 bedrooms, 1 bathroom, 1 living area, 1 car

\$520,000

- Large kitchen with built in Bosch wall oven
- Two covered in courtyards, one at the front of the property and the other at the back
- Security screens on all windows and doors
- Air conditioning to master bedroom and main living area
- Laundry room off the kitchen with its own drying court
- Single car garage with remote door and a 4 metre storeroom attached



"I've had a very positive experience at Margaret Hubery House. I've been out and bought myself a kayak because I'm 500m from the river. The church I go to has a group of guys in their 70s that go cycling so I've joined them. I go to family events that I wouldn't have bothered to come up from Mandurah for previously, so the location couldn't be better. To any person that would be thinking about moving to an area like this, it is great." - Ken



Scan the QR to meet Ken, resident at Margaret Hubery Village

Faulkner Park Estate

39 Elizabeth St, Cloverdale

Enjoy the benefits and tranquility of retirement living in one of the most convenient locations in Perth.

Faulkner Park Estate offers two or three bedroom units and is within walking distance of Belmont Forum Shopping Centre, Belmont Seniors Hub and Belmont Oasis Leisure Centre. It offers a range of amenities including an onsite Community Centre equipped with a kitchen, dining area, and library.

Villa 24



2 bedrooms, 1 bathroom, 2 living areas, 1 car

\$310,000

- Freshly renovated white kitchen featuring new Bosch gas cooktop, stove and rangehood.
- Open plan living area with lots of natural light
- Good sized bedrooms and refurbished bathroom
- Balcony overlooking the village
- New ducted air conditioning
- 12 solar panels on the roof
- Pet friendly