

Easter 2023

AMANA *Life*

Keeping you informed of Amana Living news, views and events



Kinross Care Community

Opening in May!

Parry Village

Springs back to life with the
help of friendly residents



**AMANA
LIVING**

part of the Anglican community



Chaplain's message **Reverend Jeni Goring**

There is an old saying: "At the end of your life you will find that the things you thought were the big things, were actually the little things, and that all those things you thought were unimportant things were actually the big important ones."

One of the gifts of older age is perspective. As we age, we gain life experience and learn more about ourselves and others, which can lead us to wisdom and compassion. "Sometimes the smallest things take up the most room in our heart", to quote that great philosopher, Winnie the Pooh.

Unlike Christmas which is full of joy and new life, sharing and celebration, Easter emerges from the shadow of Good Friday. There is suffering before resurrection, death before eternal life. Easter is the most sombre, holy and celebratory season in the Christian calendar. Jesus Christ's act of selfless sacrifice brings salvation for the whole creation. To give one's life for others is certainly one of the BIG things in life.

I am reminded of the story of a teacher, Jean Kuczka, who was killed during a school shooting in the USA last year when she put herself between the shooter and her students. Jean was close to retirement, a life dedicated to the care and education of young people, a life given protecting them from harm.

Thankfully, most of us will never be in Jean's position. Our lives are filled with the little things of life. However, the decisions that determine our behaviour and interactions with others are also important. The little things we do – or refuse to do – result in the sum of who we are today. The small kindnesses we show – the thoughtful word, a smile, time given to listen, respect for each individual – these actions build a community of care.

Mother Teresa once said, "We cannot all do great things, but we can do small things with great love." We may never be in a situation that results in the ultimate sacrifice like Jesus or Jean. But we can each change the world by the little things we do when they are done with kindness and love.



Everliving God,
whose Son Jesus Christ is the way, the truth, and the life:
give us grace to love one another,
to follow in the way of his commandments,
and to share his risen life;
who lives and reigns with you and the Holy Spirit,
one God, now and for ever. Amen.

A Prayer Book for Australia, p513

CEO's message

Stephanie Buckland



Easter is a time for reflection. Irrespective of your religious beliefs, the holy week gives us the opportunity to take a moment to pause which is so often needed in a busy world.

This Easter, I will be reflecting on the contribution of our staff and the dedication of their service. We are part of a caring industry that supports older people often in intimate situations or moments of fragility, and we need staff who are kind and professionally trained.

Every day I am reminded that it is the people who make Amana Living special. I am under no illusion that we wouldn't be where we are today without the remarkable commitment, resilience, and skill of our staff.

Our duty as an organisation is to provide a work environment that enables existing staff to flourish. While we have a recruitment plan to help meet the growing needs of our community, it's the staff we already have that must be nurtured and upskilled so we can better serve our existing residents and clients.

Working with the Amana Living Training Institute, we've put in place a variety of development programs to ensure we have the right people in place and support them to do the right things in the right way.

This ranges from a traineeship program to support new workers in the sector by offering paid work while they train, to developing the clinical skills of early career nurses and allied health staff, such as physios and occupational therapists, through to a graduate program.

In addition to clinical skills, we've put a big emphasis on developing the leadership capabilities of our staff

by supporting them to undertake a Certificate IV in Leadership and Management and introducing a 360-degree assessment process for senior leaders. Our latest initiative is a program called the Clinical Development Program for Nurses which you can read about in this edition of Amana Life.

Ongoing development of our staff brings to life our values of Collaboration, Trust, Inclusion, Compassion and Curiosity. It helps to create a safe and fulfilling workplace, empowering our people to give their best, deliver exceptional care and positively impact the experiences of our residents and clients.

And ultimately, it will deliver on our mission to enable older people to maintain their individuality, providing what is needed to support a fulfilling life.

As Paul said in Philippians 2.2:

Then make me truly happy by agreeing wholeheartedly with each other, loving one another, and working together with one mind and purpose. (New Living Translation)

So, this Easter, I'm reflecting on and acknowledging the incredible work of more than 1,900 individuals who have come together to form the Amana Living team. I'm proud of your passion and the care that you provide to residents, clients, and your colleagues, every single day.

To the entire Amana Living community, I hope you have a happy and safe Easter.

HAPPY
Easter

Kinross Care Community to open in May

The construction of Amana Living's new care centre in Kinross is near completion with the building due to open to residents in May 2023.

The whole campus will be known as the Kinross Care Community. The new \$32 million care centre will be called The Lake House and it will provide care and accommodation both for people who require a secure environment and those who do not. The Lake House will also be home to a day club, Club Kinross.

Amana Living has taken the best of modern residential design to create a home that fits seamlessly with the local surrounds and offers older people peace, security and sanctuary.

Throughout the building, the focus has been on designing a home that maximises the residents' health and overall wellbeing. Natural light, gardens and a diverse choice of spaces for residents and their families to enjoy have all been central to the design.

The existing Kinross building, renamed The Beach House, will undergo a refurbishment and will provide other services for older people.



If you'd like to know more about The Lake House, please contact customer service on 1300 26 26 26.

Clinical development program launches for nurses

In February Amana Living launched the Nurses Clinical Development Program aimed at nearly 300 nurses working for Amana Living across residential care, transition care and home care.

Amana Living nurses provide important clinical care to residents and clients, as well as clinical leadership



Amana Living staff attend program launch

and support to their colleagues. They are a critical part of us delivering safe, high-quality care that is personalised to every individual.

This program formalises the training we've been providing over the years, augmenting it with external expertise by partnering with organisations such as Edith Cowan University, Dementia Australia and Therapy Focus.

Our goal is to promote and enhance our nurses' clinical practice, knowledge and skills while growing their leadership ability so they can advance in clinical and managerial roles in the aged care sector.

Help support the expansion of the No One Dies Alone Companion

Most people have a fear of dying alone but sadly it is a very real possibility for older people living in aged care.

We are determined that no Amana Living resident approaching the end of their life should die alone, so we created No One Dies Alone Companion (NODAC) Program in 2020. The program involves volunteers providing companionship to an Amana Living resident at the end of their life. This is different for every resident, but it can include holding a conversation, reading to them, playing music, or giving comfort simply by being there.

NODAC volunteers provide support in three-hour blocks over a 24-hour period. The role complements the high-quality clinical and personal care delivered by Amana Living staff, ensuring there is always someone with the resident.

Stephanie Buckland, CEO of Amana Living, said: "We look after the physical, mental, emotional and spiritual wellbeing of our residents from the moment they join us to the time they leave. This involves providing critical support and comfort to them as they reach the end of their life. The No One Dies Alone Companion Program is a natural extension of the care we provide with our volunteers offering compassionate and human connection to our residents in their last moments on Earth."

In the past year, more than 40 volunteers have conducted over 500 hours of vigils across 10 Amana Living care centres but there is so much more we can do if we have your help.

How you can help

The NODAC program is funded entirely by Amana Living without any Government support. With your help, we can offer more vigils to an even greater number of residents.

Each Amana Living care centre taking part in the NODAC Program has a 'Rainbow Trolley' equipped with things that make the room of a dying resident tranquil – including music, reading material and essential oils. These are important touches that help us create a special ambience when a vigil is underway, as well as an environment that is meaningful to the resident and reflects the life they have lived.

As we expand the NODAC Program, we need more Rainbow Trollies for our care centres. You can help us to bring comfort and companionship to those in their final moments by donating to Amana Living's NODAC program. With your support, we can make sure every Amana Living care centre has an additional Rainbow Trolley.

All you need to do is to visit our fundraising page by scanning the QR code or visit: amana-living.grassrootz.com/nodac-no-one-dies-alone-companion-program.



Volunteer Kelly with the Rainbow Trolley



Parry Village springs back to life

Amana Living's Parry Village reopened in November last year and the community has sprung back to life as more people move into the village. Located in the beautiful Perth hills suburb of Lesmurdie, Parry Village offers retirees an affordable home surrounded by nature.

Judy McGavin returned to the village in early December with her partner, Richard, and their dog and two cats. They had lived in Parry prior to its closure in 2019 and they are thrilled to be back.

"We have made this our home," said Judy. "I love being in the hills, surrounded by trees and it's wonderful seeing the wildlife and hearing the birds."



Judy McGavin in the gardens at Parry Village

"I feel at peace because I'm safe, secure and I can live within my means because it's affordable. I can relax knowing that we're not in the rental market wondering whether an owner is going to sell or keep putting the rent up."

Since returning to the village, Judy has gone out of her way to help create a social atmosphere. She's set-up a craft and sewing room, donating her own arts and sewing materials, and she's encouraging others to get creative.

"I came from an aged care background, and I've worked in palliative care, so I know how important it is for people to have outside interests to keep their spirits up. I want to give people the chance to create because being creative makes for a happy heart!"

Judy has also started organising birthday celebrations for residents, and she's in the process of setting up a games area. "It's important to help each other. It's great if we can get together and socialise, whether that's for a birthday or just to play some games."

Another resident enjoying the Parry lifestyle is Jan O'Leary. Jan is new to the village having moved into a unit in January and she loves the tranquillity.

"I like the peace and quiet and being surrounded by trees. The units are nice too, with plenty of room for your things. The location is convenient - close to Kalamunda, where I manage an op-shop, and Midland for everything else I need. It's a great area and I've settled in well."

If you'd like to learn more about the units available at Parry Village, call Laura on 0459 819 169. Applicants must meet Housing Authority Income and Assets eligibility limits.

Your Voice Results

Every year Amana Living works with Curtin University to conduct an annual customer survey called "Your Voice" to obtain feedback about the quality of our services.

A key component of the survey is our Net Promoter Score (NPS) which is a globally recognised measure of customer satisfaction. The NPS measures the likelihood of a client, resident

or family member recommending Amana Living. In 2022 Amana's Living's overall NPS was 51, which is considered excellent.

Thank you to everyone who participated in the Curtin University survey as it gives us valuable insights into how we can continuously improve the care and service we provide at Amana Living.

Beat financial stress with free assistance!

The cost of living is front of mind for most Western Australians right now, with prices soaring at the supermarket, petrol bowser and almost every other aspect of daily life.

With incomes and benefits not keeping up with the price hikes, financial pressure is one of the top causes of household stress. Worrying about debt or struggling to make ends meet can affect your physical and mental health, and impact relationships with others.

Did you know free financial counselling is available?

Anglicare WA offers a range of financial support services to help people across a broad range of circumstances. No matter where you live or how much you earn, you can contact Anglicare WA for assistance with immediate financial problems as well as help to regain control of your finances in the longer term.

Qualified financial counsellors are available for free, confidential consultations, where they will help you

work through any money problems you are having from managing a budget to negotiating outstanding bills. They are qualified to:

- Make assessments of financial situations.
- Provide information and options to address financial problems.
- Assist with resolutions if necessary.
- Advocate and negotiate with creditors.
- Make referrals to other useful services in the community.
- Provide information about government assistance.
- Support clients to develop their own budget.
- Relay relevant information about consumer credit and bankruptcy.

More than 3,000 people used Anglicare WA's financial counselling services in the past year. If you'd like help to ease your financial stress, visit the Anglicare WA website to find their nearest financial councillor - www.anglicarewa.org.au.



Easter blessings from the Chaplaincy team



Revd Jeni Goring



Revd Dr Georgie Hawley



Revd Ruth Harrison



Revd Dave Russell



Revd Lloyd D'Souza



Revd Ros Fairless



Revd Jill Gleeson



Revd Lorna Green



Revd Bob Milne



Revd John Jones



Revd Cathie Broome



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