

# CURTIN CHRONICLE

## SPRING 2024

### RESIDENT PROFILE—WILMA WEBB

Wilma (known as Wim to her family), was born on a dairy farm in Cohuna, northern Victoria. The youngest of 9 siblings – 5 girls and 4 boys, saw the family move to Kerang when Wilma was still a little girl.

Wilma taught herself to sew at home on her mother's old Singer hand sewing machine, at a young age making dolls clothes. After the war, the family moved to Melbourne. Wilma attended Bradshaw's Business College, where she learnt dressmaking and pattern making. She got a job at a little shop in Elsternwick, making children's clothes—cutting out, hand-sewing and finishing. Smocking was outsourced to a couple of ladies, and as Wilma watched these ladies working, studied the finished garments, and taught herself to smock. She practiced on her nieces' clothes, progressing to making all her own children's clothes, including lots of smocked garments! Wilma was also known for wedding and bridesmaids' dresses for her sisters.

Some time later Wilma moved back to Kerang with her mother, where she met her husband Ron at the veranda blind makers where she worked. Ron was a volunteer firey all his life, and was heavily involved with the CFA, rising to the rank of Group Officer. They moved to Colac, where they ran a general store and newsagency, before moving back to Kerang where Wilma cared for her mum.

Wilma and Ron then moved to Meredith, where they ran a beef cattle farm. They lived on the same road as Henry Bolte, at the "dead end" down near the River Leigh, where the family used to swim. Wilma raised two girls and a boy (Ron's brother's son). He considers her to be his mum. After selling the farm, Wilma and Ron bought a newsagency in Meredith. A highlight for Wilma was selling a Tatts winner which prove very financial. After Ron passed away, Wilma lived with her daughter Kylie, before moving into JCAC.

Wilma, the coffee queen who in her own words. Everything is ok when you have coffee!



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### OCTOBER

*Annie, Betty F, Stan W, Eve,  
Wilma*

### NOVEMBER

*Ken, Keith T, Averil,  
Sheila, Scott*

### DECEMBER

*Dawn, Tom, Bob, Don H,  
Bonnie*

## FROM STEVE'S DESK

Spring is finally here, how do I know this, it's not just the weather it's the sudden appearance of pesky flies. This is a real challenge as we have automatic opening doors. We Want to investigate ways to reduce the flies but allow for cool breezes to flow though the building now the winter chill has gone, and the better weather is on the way. Daylight savings is back, so summer is coming. Ross has been working diligently on our emergency management plan and preparing for the fire season which we hope will not be as bad as last year. This includes what we will need to do if we have a catastrophic day or a bush fire in Creswick or a major flood again, much more serious than a few flies. Our endeavour is to keep everyone safe, and this includes planning for our ILU residents.



As reported in the last Chronicle the JCAC way has been endorsed.

Our new revised vision for JCAC is "Real choice and real inclusion for All".

Our revised mission is providing the best quality, customised services for the people we support.

*Our Objectives are*

- To make a difference
- To enhance our community
- To ensure our staff are skilled, supported & valued
- To ensure a strong and sustainable organisation

*The JCAC Way is: Real choice and real inclusion for All*

We embrace a model of service delivery based on four key enablers:

1. *Watch and listen (to the people supported)*
2. *Work together*
3. *Get it right*
4. *Aim higher*

These four enablers underpin the core values of all that we aim to do at JCAC to work together with people who are ageing and their circles of support so as to create high quality, individualised services that enable people to live their life in the way that creates value and meaning for them whilst feeling connected to their community

*Our revised core values are*

- Client focus – People as partners driving their service and support model
- Quality – Striving to do our best and continually seeking to improve on what we do
- Integrity – Treating all people with respect and dignity
- Collaborative Relationships – Working together to achieve better outcomes
- Ongoing Learning - Skilled and empowered staff delivering quality services

### **Our strategic outcome for 2024 / 2027**

We exist so that people who are ageing and use our service have **support and lifestyles** which reflect **their expressed preferences** (or those of their family / carer); that enhance their **emotional, physical, social and intellectual wellbeing**; which meet or exceed **community norms and expectations** and for which **funding can be sourced**.

### ***Strategic Consequences***

For people using JCAC services, the desired effects will be satisfaction in the following “quality of life” domains :

1. **Emotional Well-Being:** “Each person experiences contentment, self-esteem and control”
2. **Interpersonal Relations:** “Each person has the friends and relationships they desire”
3. **Physical Well-Being:** “Each person is fit and healthy enough to perform the activities they wish to”
4. **Self-Determination:** “Each person can pursue their goals and experience personal choice and control”

5. **Social Inclusion:** “Each person can be supported by and participate in the community as they desire”
6. **Rights:** “Each person is free of injury, unfairness or legal threat”

These domains will be measured by all people supported by JCAC as a measure of how we deliver our services in accordance with the Strategic Plan.

### **Service Priorities 2024 - 2027**

The period 2024 – 2027 is perceived to be one of consolidation with organic growth occurring when service opportunities are identified which:

1. Measurably meet the quality-of-life domains (strategic consequences)
2. Operate with sufficient funds to ensure positive cash flows
3. And meet the following service priorities:
  - Provide services in flexible responsive ways
  - Enable people supported (both currently or in the future) to enhance their emotional, physical, social or intellectual well-being
  - Provide opportunities for the community to enhance their perception of people who are ageing
  - Provide opportunities for the community to develop greater skills in meeting the needs of JCAC clientele
  - Contribute to the capacity of the organisation to further enhance its delivery of services to people supported and the staff of the organisation this will include building and fabric redevelopment

We hope for our residents and their families that this is not just jargon but practiced daily **Real Choice, Real Control and inclusion for All**

The strengthened Aged Care Quality Standards emphasise the importance of older people ‘living the life they choose’ (ACQSC 2024).

This is highlighted in Standard 1: The Person - **Outcome 1.3: Choice, independence and quality of life**, which states that older people should be able to ‘exercise choice and make decisions about their care and services, with support when they want or need it’ (ACQSC 2024).

**How do we ensure a choice is given and that older people are not subjected to a predetermined routine that primarily benefits the operators rather than aligning with the older person’s preferences?**

Our role is to always act in the person's best interest, ensuring a balance between honouring their choices and maintaining their wellbeing.

An Approach to Ensuring Real Choice revolve around three key elements:

1. Offering a choice to the person
2. Perceiving choice as the provider
3. Perception of choice by the person making the request.

Examples of how staff can improve how a choice is offered include:

- Knowing the person and their habits and fitting your schedule around these. Being flexible so you can adjust your routine to suit their choices
  - ◊ Remember, providing options is not giving them a choice - avoid restricting options and instead focus on providing what the person truly desires
- Avoiding exerting undue influence or manipulation.

Examples of we can improve how they perceive choice include:

- Listening attentively, understanding a person's requests, and refraining from immediately saying no
- Viewing yourself as an assistant in helping individuals achieve their desired choices
- Trying to place yourself in the person's shoes - what would you want in their situation?
- Offering choices selflessly without expecting anything in return.

Examples of how staff can help improve the perception of the choice maker include:

- Providing a safe environment with open communication to enable people to make choices confidently, without fear or limitations
- Ensuring their reasonable and achievable choices are always met.

## **Our Plain English Strategic Plan:**

### *Why do we exist?*

To support people who are ageing, our residents

We exist so that people who are ageing and use our service have **support and lifestyles** which reflect **their expressed preferences** (or those of their family / carer); that enhance their **emotional, physical, social and intellectual wellbeing**; which meet or exceed **community norms and expectations** and for which **funding can be sourced**

### *What do we do?*

We work together with people who are ageing and with their circles of support so as to create high quality, individualised services that enable people to live their life in the way that creates value and meaning for them whilst feeling connected to their community.

### *How do we do it?*

Our staff will listen to the people we support and their support networks and make decisions *with them*, not just for them.

We teach our leaders to look for the best people and to help them become even better once they are working for us. We always want our staff to ask themselves, "*Why are we here?*"

We teach our leaders to look for the best people and to help them become even better once they are working for us. We always want our staff to ask themselves, *“Why are we here?”*

We will look after our money carefully and work with the government and other people to make sure we'll be around for a long time to come.

*How do we know if what we're doing is working?*

Our staff will listen to our residents and their families and ask them questions about how happy they are with:

- Their well-being and health
- Where they live
- The people they live with & the types of friends they are able to make
- The activities they do
- Feeling safe

We will design everything we do around the answers to these questions.

## CRESWICK GARDEN LOVERS WEEKEND

### AT JOHN CURTIN AGED CARE

9 & 10 NOVEMBER 2024

\* Self-guided tours of the gardens \*

\* BBQ lunch both days \*

\* **Café Curtin** open all weekend \*

\* Entry: gold coin donation \*



## CAFÉ CURTIN AT JOHN CURTIN AGED CARE



**OPEN**  
**8AM TO 4PM**  
**DAILY**



# MY PLACEMENT AT JOHN CURTIN AGED CARE

BY YANBO ZHAO

Hello everyone, I'm Yanbo Zhao, a social work student pursuing a Master of Social Work at Federation University in Ballarat. I was born and raised in China and came to Australia last year to continue my studies. My hometown, Chongqing, is known for its striking urban landscape, with skyscrapers set among steep hills and rivers flowing through the city. It's also famous for its spicy hotpot, which makes it a favourite destination for food lovers.

When I arrived in Ballarat in June 2023, I was surprised by the flat landscape and strong winds. Coming from a bustling city, I felt like I had stepped into the countryside, but I quickly grew to appreciate the peaceful scenery and slower pace of life. The only challenge has been the cold winters—getting out of bed on chilly mornings is tough!

As many of you know, China has a large and aging population. I have a close relationship with my grandparents and older family members, who gave me a lot of love and care when I was young. This makes me think deeply about how they, and others like them, can enjoy a high quality of life in their senior years. Australia has an advanced aged care system and high-quality services, so I believe I can learn valuable lessons here and apply them to improve aged care in China. Additionally, learning about Australia's social welfare system and social work theories helps prepare me to contribute more effectively to my country.

JCAC has been like a big family to me, and everyone here has been so kind. My placement experience has been invaluable and left me with unforgettable memories. I'm incredibly fortunate to have such a supportive team who have guided me whenever I faced challenges. They've been my mentors, offering advice not only in my studies but also in life. The most precious treasures at JCAC, however, are the residents. They've encouraged me, complimented me, and given me the strength to keep going when I felt tired. I've loved participating in activities with them, chatting, helping when needed, and just being part of their lives. In short, my time at JCAC has been deeply rewarding, filled with meaningful connections and invaluable learning experiences that have inspired me to continue making a positive difference in the lives of the elderly.

“The roses in her hand, the fragrance in mine.”

**As this goes to print, Yanbo is now our Diversity and Wellness Officer here at JCAC.**



# LITERARY DISCUSSION GROUP POEMS

## My Winter

A person is sitting in a chair by a fireplace, wearing a white sweater and holding a book. A dog is sitting on their lap. The fireplace is lit with a fire. The scene is warm and cozy.

Sitting by the fire with a book to read  
And a nice cup of tea, what more could you need?  
My little dog sitting on my knee.  
He's cold too so he snuggles into me.  
Nice fluffy slippers on my feet,  
And woolly socks knitted so neat.  
I'm getting hungry, it's nearly noon.  
Well, there's Mum's homemade soup,  
So, I'll go find a spoon.  
I must now go out with my shopping note,  
But not without my nice warm coat.  
I'll do my shopping as fast as I can,  
Then home where it's warm, well that's my plan.  
Coat off,  
Slippers on,  
A nice cup of tea.  
Back to the fire that's the place for me.

*Arlene*

## WINTER

A winter landscape with a snow-covered ground. In the background, there is a yellow house and a dark barn. There are bare trees and a few cows in the foreground. The sky is overcast.

Ah, to the change of seasons!  
Do we welcome a wintery day?  
Are we fond of rainy afternoons  
That alter games we play?  
Each year it comes, this mystic mood  
And mars our carefree ways.  
It sends us rain and snowflakes  
As well as sunny days.  
The downfall of this season  
Is rarely held at bay.  
But think about the skiers  
Who love no other way.  
Remember back yard bonfires  
That blessed our barbecue,  
And warmed our toes and fingers,  
Was really quite a day.  
So don't condemn our winter,  
It goes and then it stays.  
We really should be grateful  
For all this season's ways.

*Jean*




# Winter

Winter has arrived,  
Jack Frost crunching underfoot  
Swiftness in our strides,  
Gloves, coats and hats  
Back to where we reside.  
Winter has arrived.

Winter's still here.  
Warm inside with,  
fires burning, steam puddings and  
cream,  
Wrapped in pyjamas, positively  
dreaming.

*Dawn*



## Winter - Morning Walk

Stepping out from my lovely warm air-conditioned home,  
I found the air was cold and crisp.  
Happily, there was no wind,  
All was still and silent all around.  
The thick frost had overnight turned the lawns,  
trees and gardens into a sparkling white winter wonderland.  
The sun was out, the sky was clear blue,  
A glorious day, I felt the warmth.  
My heart was singing for joy as I wandered along the pathways,  
Praising God for life and eyes to see the beauty of creation.

*Margaret*

## INTERVIEW WITH STAFF MEMBER ERNESTO (ENZO)



### LIFESTYLE TEAM MEMBER

#### ***When did you come to Australia?***

I arrived in Sydney, Australia on February 11, 2013. I lived in Sydney for 5 years then decided to move to Victoria at the end of 2019.

#### ***How did you find your way to Creswick?***

I handed in my resume at John Curtin Aged Care as I had an interest in Aged Care. I've lived in Creswick for 5 years now. I am happy and content. I love the vibrant atmosphere, scenery,

quiet country style living.

#### ***What led you into aged care?***

I arrived in Australia as a personal carer for my aunt's late husband. It led me to study and get a qualification in aged care. I am a compassionate and caring person that treats everyone like family.

#### ***Favourite thing about your job?***

Working with elderly people has helped me grow my compassion and empathy. Being able to assist the residents and provide fun activities. I also love to help with any challenges and assist the residents with these challenges and give the residents a sense of dignity.

#### ***Hobbies?***

Crafts, internet surfing, walking and words search (puzzle).

#### ***Favourite foods?***

Sweet and sour fish  
Pork belly

#### ***Favourite movie/movies?***

I do watch movies, but I don't have favourites.

Ernesto originally comes from the Philippines and moved to Australia and became a citizen of this beautiful country.

# OLYMPIC GAMES



## ARTISTIC ENDEAVOURS



## SPRING

I hope you have enjoyed the poems that our Literary Discussion Group wrote on Winter. When it was suggested that we each write a poem, there was a group sigh—what can we say that is nice about this season? However, we all got thinking and talking all at once about hot coffee and chocolate, warm fires, big coats, cosy blankets and of course soon turned to roasts, hearty stews and, best of all, warm puddings topped with rich custard. I think you will all agree that we need a good balance of seasons.

Spring, nearly everyone's favourite is upon us and as I look out the office-windows of John Curtin, I see new growth on all the roses, birds hopping to and fro gathering nesting materials, and perhaps that glimpse of sunshine. Where has this year gone, we all ask each other?

13<sup>th</sup>-19<sup>th</sup> October is a special week to celebrate—National Carers Week. Here, staff and residents will join in some fun activities and meals, enjoying the company and friendship of each other. To all the Staff **THANK YOU**, for your love and care to all the residents here at John Curtin Aged Care.

**JOHN CURTIN AGED CARE IS : NOT FOR PROFIT/ REGISTERED CHARITY/ COMMUNITY**

### **REMINDER:**

**ALL visitors must RAT test before entry and wait for staff to confirm and record result.**

**ALL visitors must have provide evidence of Covid and Flu vaccinations.**