

# 2020 Annual Report

We listen.  
We respect.  
We care.





# *2020 Annual Report*

*A year in review.*

*We believe some things don't need to change with age.*

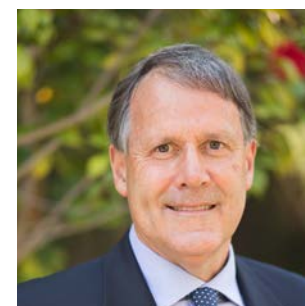
*At Fairway, we strive to provide an environment where you can continue living life to the fullest. Fairway is not just like home — when needs change it can be even better.*



# A warm welcome from the Board of Directors.

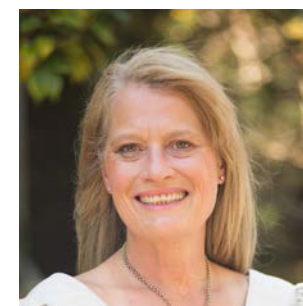
Words: Michael Scully

We believe Fairway continues to provide the best Aged Care in the Bayside and surrounding areas. This is as a result of the magnificent care provided to all residents by Fairway's wonderful staff and volunteers.



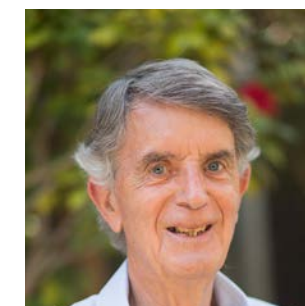
**Michael Scully**  
(Director, Chairperson)

Michael holds a B.Econ. (Hons) and LLB and has been a commercial lawyer for 37 years. He was Vice President of the Association from November 2015, when he first joined the governing body, until May 2018 and from that time has been President. He has lived in Bayside for over 50 years and is the son of a past resident.



**Felicity Federico**  
(Director, Deputy Chairperson)

Felicity has over ten years experience on a diverse range of boards and statutory authorities, including former Mayor and Councillor at Bayside City Council. She has tertiary qualifications in both marketing and tourism and currently works as a Business Advisor specialising in developing and implementing Marketing Plans and Strategy.



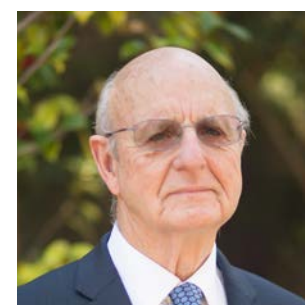
**Anthony Price**  
(Director, Secretary)

BA Cantab. Anthony worked in London for 37 years as a Solicitor of the Supreme Court before migrating to Australia in 2001 and settling in Sandringham. He has been a member of the governing body since 2012 and Secretary since 2016.



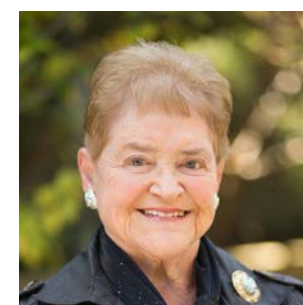
**Elizabeth A Esdale**  
(Director)

B. Occ. Thy (Uni of Qld), MBA (Monash Uni). Elizabeth has a depth of experience as an Occupational Therapist, Senior Auditor, Performance Manager with the Office of the Victorian Auditor General, Aged Care Assessor & Accreditation Decision Maker with the Aged Care Standards Accreditation Agency. Elizabeth remains committed to the protection of rights of older people and the development of innovative models of service delivery.



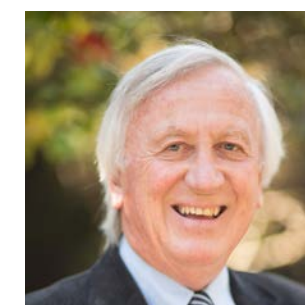
**Kevin McDonnell**  
(Director)

CPA, FCIS, FGIA, FAICD (past). Kevin has over 30 years' experience in senior finance & general management roles including directorship of both private & listed public companies in manufacturing, distribution and service industries. He has been involved with Fairway since 2006 serving as Treasurer and general committee member for 8 years, rejoined as Treasurer in 2017.



**Anna Emanuel**  
(Director)

B.A.(Hons.) Dip. Ed. A.L.A.A. Educator and Lecturer and Examiner. Management roles in Librarianship – Tertiary and Local Council Libraries. Anna has been a member of the governing body for 5 years. Her mother was a resident of Fairway.



**Laurence Evans**  
OAM (Director)

Founding Member and Secretary of Sandringham Aged Care Association in 1992, Past President of FBACL, Mayor City of Sandringham 1990/1991, Mayor City of Bayside 2013/2014, 2017/2018 and current Bayside City Councillor.



# From Chairperson of Fairway Bayside Aged Care Limited, Michael Scully



*Following the special resolutions approved at last year's Annual General Meeting, Fairway Bayside Aged Care Limited was incorporated on 29 January 2020 as a company limited by guarantee, and since that time has replaced Sandringham Aged Care Association Inc as the governing body of Fairway, operating through a Board of Directors rather than a Committee of Management.*

No-one could have foreseen the challenges the aged care sector would face this year, as well as the community in general, in the form of COVID-19. In its Special Report dated 30 September 2020 into "Aged Care

and COVID-19" the Royal Commission said on page 25: "The COVID-19 pandemic has been the greatest challenge Australia's aged care sector has faced. Those who have suffered the most have been the residents, their families and aged care staff. The suffering has not been confined to those homes which have experienced outbreaks. Thousands of residents in homes that have not suffered outbreaks have endured months of isolation which has had and continues to have a terrible effect on their physical, mental and emotional wellbeing".

Management and staff at Fairway, and your Board, have worked tirelessly throughout the year to keep our residents and staff safe from the devastating effects of COVID-19, and have to date kept Fairway free of any COVID-19 infections. There was one occasion on which Fairway had to activate its COVID-19 outbreak management plan, but fortunately this turned out to be a false positive. It was however a great test of our

outbreak plan which worked extremely well.

Throughout the pandemic, every effort has been made to achieve an appropriate balance between quality-of-life for our residents and keeping residents and staff safe. Many facilities early on in a pandemic were totally closed to visitors, but Fairway continued to allow visits, albeit with some restrictions, so as to maintain as far as possible the well-being of our residents.

Even when public health directives were issued prohibiting any visitors, Fairway was proactive in assisting residents to communicate with their families and friends via video and other electronic means. Fairway also established a "window visit" facility at the end of House 2 whereby a resident could sit inside the facility and look out through a full-length and wide window at their family or friends, who would be on the outside of the window. Microphones on either side of the window allowed

families and residents to talk to each other and be clearly heard. This initiative has proved very popular.

Enormous thanks must be given to all staff at Fairway for their magnificent work throughout the pandemic led by our CEO, Kyan Ho, and our Acting Director of Nursing (DON), Cathy Lane.

Alison Kranitz, who became our DON in January this year following the retirement of Sandy May, left Fairway by agreement in mid-July this year. Cathy Lane, a long-standing Fairway staff member and a registered nurse Division 1 who has headed our ACFI section for a number of years, agreed to be our acting DON pending the recruitment of a permanent DON. Cathy has done a magnificent job of leading Fairway's clinical response to the pandemic.

The care of our residents during a pandemic obviously required, and still requires, a coordinated team effort by all staff at Fairway to ensure the continuation of day to day activities. And Fairway's staff have performed magnificently. On behalf of all Fairway residents, their families and friends, the Board and the wider Fairway community, an enormous thank you to you all. The love and care you have provided to residents under extremely stressful and very tiring





conditions has been superb.

As I said in my report last year, standalone facilities of Fairway's size face enormous financial challenges and those challenges have continued this year despite some extra funding by the Federal Government to assist with our COVID-19 care response. Despite the financial challenges, I am proud to report that Fairway achieved a small surplus for the year ended 30 June 2020 after charging for full depreciation.

Publication of the Royal Commission's final report has now been deferred until 26 February 2021. Its Special Report in September made a number of recommendations to the Federal Government which the Commission believed, if implemented, would better prepare the aged care sector for any future outbreaks of COVID-19 or similar significant virus, and it is pleasing to note that the Government has agreed to implement all those recommendations.

Unfortunately, the track record of Federal Governments of either political persuasion has been poor in accepting and implementing the recommendations of numerous enquiries into various aspects of the aged care sector. Far too

many recommendations of previous reports have not been implemented.

The Royal Commission has already signalled that in its final report it will be recommending substantial changes in how aged care is delivered in Australia. It is to be hoped that there will be sufficient community support and political will from both major political parties to agree to implement its recommendations, and promptly. Implementation will of course have a cost, and the Royal Commission's recommendations as to how the changes should be funded will make compelling reading.

A number of important decisions have been made by your Board this year. The first is a significant change in the way in which we invest the bond moneys which Fairway is holding which previously have been invested solely in term deposits with banks. The interest from those term deposits has provided vital money for the day-to-day operations of Fairway. As members will be aware, in the last two years interest rates on term deposits have decreased significantly and are now less than 1%. By way of illustration, in the 2020/2021 financial year the lower rates are expected to reduce our revenue by around \$290,000.

The Board appreciates that any investment carries some risk. After careful consideration we have decided to invest up to 30 per cent of our bond moneys through Perpetual Trustees Limited, a long established company that invests funds for many not-for-profit organisations, in a cautious portfolio of bonds and fixed interest securities with the aim of achieving a return of 1.5 per cent over CPI over a 3-5 year period.

The second important decision has been to re-examine the possibility of expanding Fairway by around 30 beds and carrying out alterations that would result in more efficient service delivery. The increase in bed numbers will increase our revenue and achieve economies of scale in our costs. Consultants have been engaged to advise the Board, and an architect will shortly be engaged to provide some indicative plans so that detailed costings and further viability analysis can then take place. The Board will keep members informed as the plans progress.

I want to thank Kyan Ho, our CEO, for all his work and in leading Fairway throughout the year and during the COVID-19 pandemic. Kyan and has done a great job. And thank you to Cathy Lane, our Acting DON, for all her

fantastic clinical leadership since assuming that role in July this year.

Fairway is currently looking for a new DON and I hope that by the time of the Annual General Meeting I will be able to advise you of the appointment of a new DON.

To my fellow Board members, thank you for your work, support and contribution throughout the year in what has been a very challenging time.

Angela Mills resigned, for family care reasons, from the Board in February this year. Thank you Angela for your contribution and work whilst on the Committee of SACA. It was greatly appreciated.

Angela was replaced on the Board in March this year by Catherine Dunn, a registered nurse division 1, with significant experience including at Sandringham Hospital and in several private medical practices in the Bayside area. Catherine's contribution whilst on the Board was significant. Her clinical advice during the pandemic was invaluable to the Board and to numerous decisions the Board had to make throughout the year in relation to COVID-19, in conjunction with management.

Catherine resigned from the Board in September this

year to take up employment as a registered nurse at Fairway and to bolster Fairway's clinical care team during the pandemic. Thank you Catherine for your contribution to Fairway whilst on the Board.

Elizabeth Esdale joined the board in September this year to fill the casual vacancy caused by Catherine's resignation. Elizabeth is an occupational therapist, has been an aged care assessor, and an aged care accreditation decision maker, and also operated a 55 bed aged care facility for 11 years before selling the business in 2015. We are very fortunate to have a person of Elizabeth's business background and experience on our Board.

I wish everyone the very best for the remainder of this year and for the forthcoming Christmas period.

**Michael Scully**  
Chairperson  
Fairway Bayside Aged Care Ltd  
18 October 2020



# A message from our CEO

Words: Kyan Ho

*The collective effort of everyone involved has once again demonstrated Fairway is a community-based organization. The dedication and commitment of staff, the patience and understanding of residents, the support of families and friends, the efforts of our volunteers and the support of our Board have certainly reinforced the community spirit of Fairway.*



*Chief Executive Officer,  
Kyan Ho*

***2020 began a new chapter at Fairway with a new management team. Fortunately, I had several months in the role of General Manager to learn about operations, build rapport with staff, residents, board members and members of the Fairway community before transitioning into the CEO role.***

Fairway really is a community. This is an instinctive feeling you get as soon as you walk into the building for the first time. It starts with a personalised greeting at reception and continues as you observe the range of resident activities throughout the day. Bingo, quizzes, darts, bocce, art, music therapy and many more. Fairway's colourful and welcoming boutique Café Frida, our Cycling Without Age program that sees our residents enjoying

trips around beautiful local beaches and parklands, and our many local service providers all enable us to promote social and community connections within the Bayside area.

Although we have welcomed the new Quality Standards which came into effect in mid-2019, they have presented a major challenge. Like other Commonwealth subsidised aged care service providers we have had to review all our practices, policies and procedures to ensure compliance with these standards which address 8 important areas:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

As we were learning to integrate and work by these standards in the way we deliver care and services, the COVID pandemic has fundamentally changed the landscape. This has required us to take both proactive and reactive measures

in order to meet these changing conditions. These conditions have been rapidly changing over the course of the past several months, and this has certainly kept us on our toes whilst we navigate our way to a new COVID normal.

*“Fairway really is a community. This is an instinctive feeling you get as soon as you walk into the building for the first time.”*

We have taken proactive measures to reduce the risk of transmission and this has presented us with many challenges. Perhaps the most heartbreaking of which has been the implementation of restriction, and subsequent suspension, of visits by family and friends to loved ones. Lengthy consultation with the senior management team on a regular and often daily basis enabled us to compile and document a comprehensive Outbreak Management Plan ready for deployment in the event of an outbreak at Fairway. This, along with other reactive actions meant we have been able to ensure prompt and effective isolation, and if



# *The collective effort of everyone involved has once again demonstrated Fairway is a community-based organisation.*

necessary, containment of the virus.

Our Outbreak Management Plan was briefly activated at the beginning of September in response to what I am happy to report turned out to be a false positive COVID test result. As alarming as this was, we were able to look back and feel a sense of pride and comfort knowing that our plan was solid and in the possible event of an actual positive COVID result we are very well placed to manage it. I would like to note that at the time of writing, Fairway has not had a single positive case and I believe this is due to the hard work and diligence of our staff and the support and understanding of residents, family and friends.

COVID safe preparation has meant that we have had to significantly increase our stock of personal protective equipment (PPE) to ensure an adequate supply. We have introduced

continuous education for staff and visitors about the correct procedures for donning and doffing PPE and implemented practical measures to heighten the awareness and enforcement of infection prevention control. In early August staff were given a new look with the mandatory introduction of wearing a surgical mask and face shield. Will this become part of Fairway's uniform? We certainly hope not.

The collective effort of everyone involved has once again demonstrated Fairway is a community-based organisation. The dedication and commitment of staff, the patience and support of residents, the understanding and support of families and friends, the efforts of our volunteers and the support of our Board have certainly reinforced the community spirit of Fairway.

Our top priority now is to plan a roadmap to a COVID

normal environment by easing restrictions and ensuring residents can physically reconnect with family and friends in a safe manner. Whilst we have managed to maintain some connection through video links and face to face "window" meetings, we know that this is a poor substitute for physical connection. Meanwhile we will continue to address our residents' quality of life by paying special attention to their mental wellbeing. We will continue to provide a range of in-house activities and as the weather warms up, we will recommence our bus trips and Cycling Without Age program, albeit keeping physical distance restrictions in mind.

As we move forward into a new kind of normal, we can expect more change. Opportunities will arise, and we will learn and grow from our experiences. What I take away from the COVID experience is the

importance of 'planning'. To quote Benjamin Franklin, 'If you fail to plan, you plan to fail'. At Fairway, we are planning for the future.

We have introduced a fully integrated digital rostering and payroll system, we are upgrading our IT capability and will be replacing our nurse call system.

I want to thank the wonderful staff and volunteers from the bottom of my heart, and I feel sure they will want to join me in a particular thank you to Cathy Lane for temporarily stepping into the role of Director of Nursing following the resignation of Allison Kranitz and whilst we search for a replacement.

A personal thank you to our chairperson Michael Scully and the Board. Their leadership and support have provided comfort and reassurance that our governance structure is solid. Michael is a true leader who gives his all to Fairway by contributing hours of support and expert advice. Thank you Michael for believing in me and being a strong mentor. The commitment and contribution of our board are invaluable.

**Kyan Ho**  
CEO  
Fairway Bayside Aged  
Care Ltd





# From our Acting DON, Cathy Lane



*I first came to Fairway in September 2006 as a Counsellor and a Registered Nurse. I instantly knew there was something very special about this place. Fourteen years later, I still get that same feeling when I come to work each day. Our staff truly embody Fairway's vision to provide a vibrant community of care.*

This alluring ambience goes well beyond the colorful bright décor and underpins the provision of care and service offered at all levels of the organisation. Our values encompass and drive all we do. 'To Listen, To Respect and To Care', mean we understand the true meaning of what it is to be human. We understand

the intrinsic significance of feeling empowered to make choices, to take risks and to be in control of living life the way one may choose to. It remains our highest priority to meet the unique needs, preferences and goals of every resident living at Fairway.

To not mention the impact of COVID would be completely remiss of me. We all understand the far reaching effects COVID has had on all our lives, not least of those residing in Residential Age Care. On the day I agreed to take on the Acting Director of Nursing position new case numbers in Victoria were 428, they peaked on August 5th at 725, today there are none. We all know of the death and devastation the virus created in Victorian Aged Care Homes with the death toll reaching 653. This has left its mark on us all and our thoughts continue to be with all those who were so deeply affected.

For me there was little time to ponder the enormity of what I had taken on, nor did I have time to over think it, feel fearful or overwhelmed. The Fairway

family were united in their determination to keep all staff and residents safe. This was the driving force behind every decision we made. We continued to strive to enable residents to maintain a level of joy in their lives, however many things had to be managed differently. As a team we did our very best to support and encourage all at Fairway to remain buoyant and optimistic.

***"The courage, resilience encouragement, support and camaraderie amongst residents, family and staff has been phenomenal and is something I will never forget."***

New terms such as clusters, community transmission, hot spots, contact tracing, close contacts, cohorting, green, amber and red zones became an integral part of our everyday language.

Our vision to continue to provide a vibrant community under such daunting circumstances challenged each and every

one of us. I have never felt so proud to be part of the Fairway community as I did throughout this time. The courage, resilience encouragement, support and camaraderie amongst residents, family and staff has been phenomenal and is something I will never forget.

The tenacity, tolerance and support demonstrated by all staff and residents has been astounding. Their belief and unwavering support for what we were doing provided us with the energy and the

impetus to sustain our quest to keep our community safe.

The Aged Care Industry remains a dynamic and challenging work environment, and rightly so. Being responsible for the safety and wellbeing of people who are deemed some of the most vulnerable in our society underpins and drives all that we do. Preparations for our 2021 accreditation under the Aged Care Quality Standards Framework are undergoing continuous review, and improvement to Fairway's care and service

models remain an integral part of enabling residents to continue to live the life they choose.

I wish to acknowledge and thank each and every one of you for accepting and supporting me in the ADON role throughout the last 4 months. It has been an extraordinary experience and one I will never forget!

**Cathy Lane**  
Acting DON  
Fairway Bayside Aged  
Care Ltd





## Care & Clinical Services

Our dedicated care and clinical team continue to provide exceptional services which reflect the preferences and care goals of each resident. The resident's right to choose the life they wish to live underpins and drives this process. Care and service goals are established in close consultation and partnership with residents.

This process commences prior to arrival at Fairway. Our pre arrival discussions encourage ease of transition and the early identification of any potential and real

risks. The right to take risks and the right to choose care and service options are discussed at this early stage. Our goal is to empower and enable people to maintain control over their own lives. This commitment continues along the way with regular two monthly reviews of care and service, in partnership with our Clinical Care and Lifestyle Coordinators.

Our care team have excelled throughout these difficult COVID -19 times. They are all to be congratulated for the dedication and loyalty they have shown to residents and each other. The team remain meticulous in their quest to reduce the risk of

COVID -19 transmission into Fairway. This commitment has created many additional challenges on a daily basis, including the mandatory wearing of personal protective equipment, all day, every day! This is physically draining and creates an array of difficulties for staff. Communication and care delivery are both physically and emotionally challenging. None the less, staff have taken this on board and dream of the day when Personal Protective Equipment may no longer be required.







## Premium Care

Our 16 bed Premium Care Unit continues to provide a holistic, community driven approach to care. This Unit specialises in the care of those struggling to manage in less supported environments. Most are diagnosed with varying levels and types of dementia. The development and maintenance of therapeutic relationships with families and friends is a priority and pivotal to the success of this Unit. To this day, staff continue to receive messages from past families, who just love to stay in touch. This is testament to the exceptional care, service and support provided.

## Allied Health

At Fairway, our priority is to provide residents with the best possible care and service available. We undertake continuous review of these services using a range of quality criteria.

Our physiotherapist team is United Physiotherapy Group (UPG). UPG has continued to deliver a high standard of pain management programs and clinical treatments. United Physiotherapy Group has been providing comprehensive physiotherapy consulting services to aged care facilities nationwide for over

20 years.

We thank James, Nathan and Sey for their strong focus on building relationships and providing exceptional physiotherapy services to our residents. They will continue to excel in their role here at Fairway ensuring effective and prompt pain management treatment whilst encouraging mobility and movement.

*“We aim to continuously improve and strive for best practice and the requirements under these new standards will be the driving force.”*

## Quality ‘Continuous Improvement’

The quality department led by Susan Manners, Quality Coordinator, has the enormous task of integrating change in what we do in order to meet the new standards. This presents an opportunity to review current practice, policies and procedures and ensure they meet the requirements of consumer outcomes.

The dedication from staff across all departments is invaluable to this undertaking. We aim to continuously improve and strive for best practice and the requirements under these standards will be the driving force.

## Catering Service

As always we strive for excellence in the meals we provide together with the personable service to ensure the dining experience enjoyable.

All our meals are cooked on site by our chef Carl D’Angelo and prepared by our dedicated food service team. They deliver nutritionally balanced and delicious meals and snacks to meet individual food and cultural preferences; and deal with allergies, texture modified foods and dietary needs.

## Housekeeping Service

The wonderful housekeeping team led by Anne Holland have embraced the challenges of the COVID-19 pandemic with dedication and enthusiasm.

Their attention to detail has helped protect residents, staff and visitors to keep Fairway COVID-19 free,



whilst at the same time ensuring that resident's rooms are cleaned and Fairway looks its best.

### ACFI Champions

Our Fairway ACFI coordinators ensure we can fund the high-standard delivery of services and care.

The future of the Aged Care Funding Instrument, (ACFI), is currently under review by the Australian Government.

A new assessment and funding model known as (AN-ACC) has been developed and a number of trials have taken place at a national level.

In 2021 the Australian Government has decided to fund a year of 'shadow assessment' to commence in the first half of 2021. During this shadow assessment period, the government plans to use the AN-ACC tool to assess all existing and new aged care residents and assign them with an AN-ACC class. The term

shadow assessment reflects that the ACFI will continue to operate during this period and will be the mechanism through which funding assessments continue to be made. The AN-ACC shadow assessments will be occurring parallel to ACFI assessments. The government has said there will be no changes to ACFI processes throughout this time. Should the funding reform go ahead, this process will enable funding to be paid using the AN-ACC model from 2022.



*“Our Fairway ACFI coordinators ensure we can fund the high standard delivery of services and care.”*

### Finance, Human Resources, Payroll & Administration

We welcome Michelle Taylor, an experienced Human Resources and Payroll manager who has shown her amazing ability to hit the ground running and learn new systems as well a new industry, that is Aged Care. She has accelerated the progress of multiple payroll projects and proactively assumed the role of Chairperson of the Occupational Health and Safety Committee at Fairway. Michelle is a Certified Professional via the Australian Human Resources Institute (AHRI) and is a member of the AHRI State Council. Michelle has a 20 year career within HR and recently completed her culture specialist training. We thank her for her professionalism in the way she leads projects.

Vivi Jia (Senior Accountant) continues to manage the daily finance functions and reporting. Having worked many years in the Aged Care industry, Vivi has ensured Fairway's finance and audited accounts are accurate and up to date. She also brings her warm personality and can-do attitude along with her perseverance to learn and complete all tasks set upon her.

Joining our team is Mandi Bonheur. Both she and Jo Manning job share the role of Office Coordinator. Her outgoing personality and warm engagement with staff, residents and anyone who walks through the front door makes her and Jo an ideal combination for continuity.

### Lifestyle

It has been an unprecedented year for all of us, and one that continues to present significant challenges to the way we go about life including in the workplace.

Our dedicated lifestyle team have been focused on supporting our resident's social and emotional wellbeing, with much of our work and programs since the March lockdown being focused on keeping residents connected to their families and community. We have adapted the way we present

activity programs with social distancing and ensuring we are connected to our local community.

We acknowledge and appreciate the hard work, skill, and dedication our volunteers bring to Fairway. Our volunteers have always been an integral part of the Fairway family and we are fortunate to have a vibrant team who help to strengthen and add value to our residents' daily lives.

Our volunteer program provides an essential link between our residents and our community. Due to the COVID restrictions our volunteer program was suspended back in March. We have missed their amazing contribution and look forward to welcoming them back to Fairway in the near future.





### *Cycling Without Age*

At the end of 2019, Fairway purchased a third Tribike. Nothing beats witnessing the joy of residents and pilots interaction around the trishaw and seeing the smiles of passengers coming back from their first ride with the wind in their hair, rosy cheeks and lots of stories. Fairway values the commitment of our CWA pilot volunteers and loves the way it connects us to our local community.

### *Bayside Art Connections*

Bayside Art Connections is a program that is based on the National Gallery of Australia's Art program. Connections is run by trained gallery facilitators at the Brighton Gallery through discussion-based tours of artwork.

The program aims to improve well-being by connecting participants in a shared activity through interpretation, memories, and personal insights. Before March 2020,

residents and lifestyle regularly visited the Brighton art gallery to discuss the art exhibition. Unfortunately COVID closed the gallery to the public however the experience continued on a virtual platform.

Viewing artwork and conversing with facilitators online has been a slow transition. However with growing attendance in the Program, we are happy to report that both Fairway and residents have embraced the new experience.

This is an enriching program for our residents as they love to reflect on the artwork especially paintings from the Bayside Coastal Art Trail, as this conjures up memories of their childhood days. Everyone comes away learning something from this wonderful program.





### *VP Day Presentation with Patricia & Jim*

On the 15th of August, this year Australia commemorated 75 years since the end of World War II in the Pacific. To acknowledge those who were active in the services during this time the Australian Government produced a beautiful medal and certificate. Here at Fairway we have two residents who received this tribute.

We decided to mark this special event with a ceremony to acknowledge Patricia Sinclair and James

Brooks' service. Flags were hung, photographs of Patricia and James (Jim) looking resplendent in their youth were placed carefully on the wall, and residents were there to share in the event (socially distancing of course!). With the aid of technology Patricia and Jim's families enjoyed the experience via zoom.

We enjoyed listening to Patricia's experiences of applying to join the WRAF at the age of 17. When she completed her training she commenced working as a signal operator, using Morse code, in Townsville. Patricia made a lifelong



friend from this experience, and the two of them have shared many joyful times together, including acting as bridesmaid for each other's weddings.

Jim joined the army at the



tender age of 20 and spent time in Darwin and New Guinea (now Papua New Guinea). He shared many experiences with us, but some had to be kept private.

During his final days in the area, Admiral Lord Louis Mountbatten, joined Jim's unit to pay tribute to the men. Shortly after, Jim travelled to Labuan in Borneo when he heard the news that the war was over.

*"It was a great joy to be part of this day and to see the special bonds springing up between some of the residents as they became aware of a common bond."*

At the conclusion of the medal ceremony itself Jim expressed his thanks and spoke eloquently of accepting his medal on behalf of all those who gave their service but are no longer with us.

Everyone then enjoyed a delicious afternoon tea and shared with each other their own different experiences of that time. It was a great joy to be part of this day and to see the special bonds springing up between some of the residents as they became aware of a common bond.







# Thanks to our Fairway staff, board, volunteers and support services.

Fairway - Community of Care

With so many activities and opportunities for sharing, lifestyle is a vital link in the whole chain of services at Fairway. Clinical and environmental excellence combine with what we offer in terms of social and emotional connections. What is so wonderful about our ‘community of care’ is the pleasure and pride all departments have in supporting residents and enriching their life experience.

## Fairway Staff

Nursing Admin & ACFI	Candice Miller EEN Catherine Dunn RN1 Cathy Lane RN1 (ADON)	Carolyn Rigby RN1 (CCC) Sylvia Spacil RN1 (CCC)
Team Leaders—Senior Nurses	Frank De Summa EEN Karen Evans EN2 Sue McLean EEN (Night)	Sussan Marshli EEN Lynne Priestley EEN Noelene Wilson EEN
In Charge	Sandra Francis (Roster Clerk) Iveta Gocky EEN Yuriko Kawabata EEN	Tania McGoon EEN Chau Ngo RN1
Senior Care Staff (incorporating In Charge Shifts)	Sue Bantjes Rebecca Dennehy EEN Janine Horsington EN2	Yasmeen Kaur EEN Kathy Stevenson Lydia Zhang RN1
Carers	Ayman Albanna Joselyn Bailey Kulvir Bath David Berresford Belinda Boer Tiya Chakma Ashleigh Clough Peter Crowe Gurmit Dhillon Estelita Docking Brenda Edwards Kathy Egerton Corinne Gallacher Juliann Jannoun Amreen Kaur Harleen Kaur EEN Mandeep Kaur Nav Kaur EEN Anne Kent EEN Bohni Khisa Tess Kirby	Anastasiya Kiryanava Ewa Krol EN2 Sam Kumar Lynn Lesslie Luz Monaghan Kyoko Narai Sangita Narayan Sumiko Niino Katsuko Omiya Hansa Pankhania EN2 Cheryl Ribeiro Stella Rodrigues Matos Theresa Scolah Vernon Selway Yuko Shimode Kim Signoretti Ivy To EEN Jodie Turpin Abhitha Valsala Sivankutty Grace Wang Yu Chan Zhou Rees



Fairway Staff

Lifestyle

Tonianne Hawthorne (Lifestyle Manager)

Dale Austin

Suzy Cavanagh

Ruth Grimmer

Tina Halls

Margaret Maher

Rosemarie Mitchell

Danielle Price

Erica Symmons

Catering

Carl D'Angelo (Manager)

Nick Chambers

Tuyen Hoang

Ayumi Ihara

Jill Karas

Eleanor Kurian

Genevieve Morris

Luana Palermo

Vicky Tasopoulos

Housekeeping

Anne Holland (Cleaning Co-ordinator)

Joanna Dalianis

Maria Dalianis

Margaret Kolczynska

Daniela Rodrigues Baracioli

Jo Rushby

Maintenance & Garden

Stef Papadakis

Norm Smith

Fairway Management Team

Chief Executive Officer

Kyan Ho

Office Co-Ordinator

Mandi Bonheur

Jo Manning

Quality Co-Ordinator

Susan Manners

Finance, HR & Payroll

Vivi Jia (Senior Accountant)

Michelle Taylor (Senior HR Advisor)





**Fairway**

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