

OneCare

FOR SUPPORT, SECURITY & INDEPENDENCE...YOUR HOME

Caring | October Magazine 2016



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From the Chairman



The expression “changing of the guard” comes to mind as I write this article for the newsletter. I am not referring to the ceremony at Buckingham Palace nor the 1970s single by Bob Dylan, which dates me somewhat.

I am referring to the broader definition of the term where there are extensive changes in personnel and new people are replacing other people in positions of importance.

Members, staff and clients will recall the

loss of our CEO and the appointment of Andrew Crane on a short-term contract to address a range of issues associated with the start-up of Barossa Park Lodge.

Having completed his contract, Andrew withdrew with the grateful thanks of the Board. Andrew gave an outstanding service over many years and became the “go to” executive on a number of occasions to analyse and report on some tough issues.

Thank you, Andrew, for your valuable service to OneCare, and we will all miss you and your wonderful sense of humour.

My “changing of the guard” comment refers to:

- a. The Board’s good fortune in gaining the services of Norm McIlfratrick to fill the position of CEO. Norm is an experienced leader with the skills and expertise to match the needs of our business at this particular time.
- b. The appointment of Sue Hickey to fill a casual vacancy on the Board. Sue has an extensive business background, enjoys a high profile in the community and the know-how in marketing to assist OneCare in building a greater recognition in the community.
- c. The appointment of Jes Kenth as the Chief Financial Officer. Jes comes to us with six years of experience in the aged

care industry and has the knowledge to undertake the financial modelling required for future developments.

We welcome all three and look forward to their input as we work to prepare OneCare for the inevitable changes facing all operatives in the aged care industry. As conveyed on previous occasions, the Board recognises the need to continue with the growth strategy which led to the building of Barossa Park Lodge. In an industry that is likely to grow at the rate of 40 per cent over the next 20 years, OneCare will have to grow at this rate to remain in a similar position relative to our competitors.

To achieve this it will be necessary to understand the effects of competition in the marketplace. It will certainly require us all to be more customer-focused and to be more innovative with emerging technology to deliver a level of service acknowledge as the best available.

I firmly believe we now have the management team in place to achieve this and for this to be an exciting and successful period for OneCare.

Lou Johnson
Chairman

From the CEO



As a long-term Tasmanian resident having worked in the state for more than 30 years, I was proud to be appointed in early May

2016 as the next CEO of OneCare.

Apart from getting me close to qualifying for my Tasmanian passport, I believe my work experience as a CEO of Aurora Energy and two large government departments will serve me well in taking on this new leadership role.

OneCare is an organisation responsible for the employment and care of many Tasmanians, in an environment of increasing complexity and challenge. However, I am taking on stewardship responsibility for a proud legacy built by the current Board, management and staff, and those who have gone before us. This task, while daunting, fits directly with the areas I enjoy and excel at – working with great people, our residents and employees; managing and building on a substantial property portfolio; ensuring our organisation’s financial resources are managed prudently and effectively; working in tandem with the Board in a contemporary governance

environment; and last but by no means least, ensuring we have strong relationships with our supporting stakeholders and communities.

As I write this I have just completed my first quarter at OneCare – so let me share some early impressions with you from my visits to all of our facilities and meetings across the organisation. The most striking impression, and one that can’t be manufactured, is the bond of mutual respect and care that exists between our employees and residents under our care. What an incredible building block this is for any CEO to build on – imagine if my findings had been markedly different.

The second impression is of our brand and recognition in the broader community. We are a respected and significant member of the aged care sector in Tasmania, with a strong reputation, as a not-for-profit entity, for returning our profits into improved facilities or services for our residents.

Continues next page



Hanneke Klap with a Bishop Davies resident.

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However, there are warning signs that need to be heeded. In particular, the growing trend for smaller organisations in the state to seek growth through mergers and acquisitions. As a company we need to understand more about the drivers that have led our contemporaries down this path. To that end, our Chairman invited the respected national expert on such matters, Michael Goldsworthy, to facilitate a strategic thinking session at a recent Board meeting – a very enlightening and thought provoking session that we will take into our annual strategic planning forum in September this year.

Continuing on our brand theme, my impression is that while the majority of our facilities are in great shape, there are some older parts that will need to be progressively improved to meet future market demand. To that end I was pleased to see at my first meeting that the Board has future facility upgrades and developments firmly on their agenda.

My final observation is that the organisation has had a significant turnover of senior staff in recent times, which has had a temporary debilitating impact. My task will be to bring a steady hand, and with the help of our Board consolidate and position the company for future growth in this essential and very exciting industry.

Finally, I would like to thank Chairman Lou Johnson and the Board for having the confidence to appoint me to this role. I would also like to congratulate our recently appointed new Board member Sue Hickey, who is a successful business-woman in her own right, and currently, the Lord Mayor of Hobart.

Norm McIlfratrick
Chief Executive Officer



Service Award Winners from the Manor, top, and Rubicon Grove.

OneCare Service Awards

OneCare celebrated our inaugural OneCare Service Awards in August, which recognise the long service achievements of our dedicated and loyal OneCare staff.

The service awards were presented to employees who achieved a milestone of five, 10, 20 or 25 years during the past financial year. Seventy-eight employee service awards were personally presented to our valued team by CEO Norm McIlfratrick at a series of morning tea presentations held at each of our facilities.

OneCare would like to congratulate the following OneCare staff members who received a staff service award with special recognition of Hanneke Klap's exceptional service of 42 years at Bishop Davies Court.

- **Hanneke Klap** – 42 Years Service – Bishop Davies Court
- **Susan Hay** – 25 Years Service – Bishop Davies Court

- **Leanne Wolf** – 28 Years Service – Bishop Davies Court
- **Christine Leahy** – 28 Years Service – Barossa Park Lodge
- **Sallie Demos** – 29 Years Service – Home Care (North)
- **Susan Davis** – 31 Years Service – Umina Park
- **Elizabeth Green** – 25 Years Service – Umina Park
- **Maree Mackenzie** – 28 Years Service – Home Care (North)

Thank you to each and every one of you for your continued loyalty and commitment to OneCare and our residents. Your knowledge and hard work are greatly appreciated by the people you support and by the entire OneCare team.

We look forward to celebrating further staff service milestones in January.

Getting to Know OneCare's Client Relationship Officers

By Yvette Castles

OneCare now has three Client Relationship Officers in Tasmania.

Anne Connors at Bishop Davies Court and Barossa Lodge, Judy Radford at Umina Park and Rubicon Grove, plus Yvette Castles looking after The Manor in the North. The Client Relationship Officer (CRO) role is an approach to looking after OneCare interaction with current and potential future residents.

The CROs work with families to assist them to find the right services they need. This may be a permanent placement in a OneCare facility, a home care package or an Independent Living Unit. Until you go through the process yourself, nobody knows exactly what to expect. The CRO role will provide support, guidance and a friendly face during this critical transition period.

The role has a number of duties including connecting with people, building meaningful relationships with clients through the admission process, while dealing with emotions and sensitive information and interacting with people to build trust and engage with the clients.

Moving into an aged care facility can be a stressful time for the family and the resident. The CRO role helps to elevate the process, guiding the clients through the steps and making the transition easier.

CROs are able to work effectively with a broad range of stakeholders within OneCare, while being proactive in promoting our services in the community and building referral services and awareness of OneCare. Our aim is to always actively engage in communicating and presenting information and responding to the needs of the community.

Adhering to the principles and values, and applying their expert knowledge and sharing experiences with staff, the CRO works closely with all staff involved in delivering services and assisting to resolve client issues or refer to the appropriate person to personify the OneCare brand.



OneCare's Client Relationship Officers, from left, Anne Connors, Judy Radford and Yvette Castles.



OneCare Home Care client Rose Bamford and Red Cross volunteer Pauline.

OneCare Home Care

While reviewing Mrs Rose Bamford's goals with her Home Care Package Program Coordinator, Melinda Roberts, it became apparent Rose rarely left the house.

The introduction of Red Cross volunteer Pauline to Rose is having a significant impact on Rose's wellbeing. Now the pair has a

great connection, including regular visits and outings.

"I feel better in myself," says Rose. "When I go out I feel like I've done something with my life, instead of sitting in the house all day."

OneCare Resident Stories



CEO Norm McIlpatrick presents Betty Biega with a \$250 cheque towards the Cancer Council's Biggest Morning Tea.

Betty Biega, Bishop Davies Court

By Angela Ryan

Betty is a popular resident at Bishop Davies Court.

She moved in after being diagnosed with cancer and although she was given three months to live, she is still with us more than 10 years later.

For the past four years Betty has conducted a stall raising funds for Cancer Council Tasmania.

When Betty first moved into Bishop Davies she took up beading as a hobby to keep herself occupied. She buys lots of different glittering and bright beads to create necklaces and bracelets in an endless variety of combinations on elastic.

Betty's creations have proved very popular with other residents, not only because they are beautiful but easy to take on and off, especially if you suffer from arthritis, as Betty does.

To keep herself active, Betty extended her creations to include scarves, baby clothes, doll's clothes and assorted Christmas items, which she also sells.

Motivated by cancer claiming the life of her husband and her own battles with the

disease, Betty decided that the money she raised would be donated to Cancer Council Tasmania.

She also does needlework and has decorated her room with her own beautiful tapestries.

Betty was born in Scottsdale in the north of Tasmania. Her father operated a sawmill in Springfield but moved to Hobart when Betty was about 10 years old.

In her youth Betty worked at Brownwell Bros., Hobart's first department store, which opened in 1888 and was taken over by Myers in 1959.

Betty later worked for 15 years at Nathan Blight in Victoria Street as a receptionist (although her employer called Betty "the boss" because she knew everything).

After she married, Betty moved to Waddamana in the central highlands with her Polish husband, Joseph, who worked for the Hydro. They later moved back to Hobart where they first met.

Betty tells the story of their first meeting - she was on her way to the theatre when she

ran into a friend and her Polish boyfriend, along with another Polish chap who happened to be Joe.

Betty made such an impression that after this first introduction Joe told his friend that he had just met the woman he would marry.

Betty and Joe "went out" for about a year before they did indeed marry.

Although he didn't speak much about the war years, Joe's story is all too tragically familiar. He had escaped from a German prison camp during World War II and was able to join up with the British Armed Forces before he immigrated to Australia.

Betty travelled to Poland once with Joseph to visit his family. While his family did not speak English very well, they asked Betty if she had learnt any Polish. Betty showed off the few Polish words she knew, much to their surprise and delight because she had only learned the swear words.

Joe was a significant figure in the Polish community in Hobart and had looked after prestigious events, such as royal visits, and was always in the last car of the motorcade.

He was awarded an OBE for services to the community and Betty accompanied him to his investiture ceremony at Government House.

Joe was also privileged to represent the Polish community and meet Pope John Paul II when he said mass for 32,000 at Elwick Racecourse in 1986.

Betty has also travelled to Spain and Portugal. One of her daughters married an Englishman and lived on the Spanish Mediterranean island of Majorca.

Betty has visited Majorca a number of times to visit her grandchildren and great-grandchildren and enjoyed visiting friends in Portugal as well.

Back at home, Betty's tireless work and the support she receives from her community demonstrates how one person can make a real contribution,

Donations and fundraising from activities like Betty's help further the work of Cancer Council Tasmania.

In recognition of her community work, the communal room at Bishop Davies Retirement Village has been named the "Betty Biega Room".



Melvie Barter with son Peter at Rubicon Grove's Fine Dining event.

Melvie Margorie Barter, Rubicon Grove

By Angela Ryan

Melvie was born on 27 July 1924 in Marrawah, a small town on the north-west coast of Tasmania.

Her father, Oscar, was a dairy farmer, while her mother, Coralie, baked beautiful sponge cakes. Both her mother and grandmother, Lydia, were excellent cooks and it was from them that Melvie learned the culinary arts.

One of six children, Melvie helped look after the chooks. Her family never had wireless and she was 21 before she saw her first movie. Growing up, Melvie wanted to be a nurse.

When she was 25, Melvie left home for the first time and went to live in Melbourne with her older sister, Lydia. She got a job in the accounting department of a foundry and met her future husband, Jim Barter, who was a decorated sailor in the British Navy.

Melvie's father sponsored Jim to come out to Australia, and the couple married on 23 July 1951 at the Baptist Church in Smithton. They lived in Trowutta, Woolnorth and then bought a home in Smithton.

Melvie worked as a cook on a sheep and cattle station at Woolnorth. When she first started, the station had no electricity and 24 men to cook for. Melvie also used her cooking skills to cater for weddings.

In 1958, Melvie and Jim bought their first car and regularly went on family picnics with their children. They travelled to England to visit Jim's family and, in the 1970s, Jim's family came to Australia for a visit.

Melvie moved back to Melbourne in 1979 and from 1980 ran a women's rest home for 10 years. She was just about to move back to Tasmania again when her life took another turn. She received a phone call from a domestic employment agency offering her a job as housekeeper for Sir Edward "Weary" Dunlop in Toorak, Melbourne.

Melvie's sister, Lydia, still lived in Melbourne and so went with her to meet Weary, as she had not been to Toorak before.

The woman from the agency told Melvie the job was with "Australia's most loved gentleman". Melvie had heard of Weary; she knew he was a war hero but knew little else about him.

When she arrived, Lydia waited outside while her sister went into the house for her interview. However, Weary insisted Lydia accompany her. He showed them around, pointing out what would be Melvie's new accommodation - the West wing of the house, which consisted of two bedrooms, a sitting room and bathroom.

Weary told Melvie she was welcome to bring her own future and have family and friends visit whenever she wanted. Melvie offered her references, but Weary said, "I never look at the darn things". They talked about Tasmania and the friends he had there.

Melvie moved in immediately and set about organising her room. The kitchen was equipped with a gas stove that Melvie had never used before.

One day, when Weary was at work (he continued to work tirelessly although had long given up surgery), Melvie baked a batch of biscuits. When Weary came home she offered him one. Finding them to his liking, he asked, "Did you make those my dear?"

He was so pleased to be treated to homemade cooking again. Since his wife, Helen, had died, Weary owed so much hospitality, so he asked Melvie to organise a dinner party for 10 people.

Melvie polished the tarnished silver and washed the crystal. She was itching to make use of his things that had been standing idle and gathering dust.

The dinner was such a success they soon planned more - and bigger - parties.

Weary always made an effort to introduce Melvie to his guests and treated her with great courtesy.

Many distinguished guests graced Sir Edward's table, a number of which were from overseas. Melvie was privileged to meet people such as Sir Ninian Stephen and his wife.

During this time, Melvie discovered that it was not only the house that had been neglected but Weary as well. She felt it was her duty to keep him looking good so he could go out and meet the public.

However, the years were taking a toll on Weary. Clearly his health suffered during the war, resulting in a weakening of his general health. And he pushed himself too hard with work and public engagements. When he was run down his malaria would return, but he always got over things.

It was after an overseas trip that Weary fell ill - he came down with a cold and went to bed. To aid in his recovery, Melvie nursed him and fed him chicken broth. But he succumbed to his illness and on 2 July 1993 passed away.

Melvie lost the best boss she had ever had, and Australia had lost a hero. A true gentleman, Melvie also called him Sir Edward and never Weary.

Once again Melvie returned to Tasmania. She had travelled a great deal in her life; she went to England and had also visited Hong Kong, China, New Zealand, America and had been right around Australia. She says her favourite place was Hong Kong for the great shopping.

Back on the North West coast of Tasmania, Melvie loves the Japanese garden at Rubicon Grove.



OneCare's Leanne Appleby meets Maggie Beer

We are very happy to announce OneCare's Hospitality Manager at Rubicon Grove, Leanne Appleby, has been selected to participate in Maggie Beer's next education program in Melbourne.

With just 30 places on offer in the program, Leanne is thrilled to be a part of a unique, hands-on education program for aged care cooks and chefs.

Joining Leanne for the demonstrations will be:

- Peter Morgan-Jones, Executive Chef at HammondCare.
- Dr Lee-Fay Low, Associate Professor in Ageing and Health.
- Trish Veitch, Chef and Researcher at the Department of Gastroenterology at

Monash University.

- Dr Sandra Iuliano-Burns (PhD), Nutritionist and Researcher at the University of Melbourne.
- Denise Burbidge, Clinical and Food Service Dietitian.

Leanne will work alongside an A-team of aged care cooks and chefs to support the vision of the Maggie Beer Foundation (MBF) to ensure all residents in aged care are provided with fresh food and flavour. To achieve this, Maggie needs to engage and educate chefs, cooks, kitchen hands in the aged care sector. That's where OneCare's Leanne comes in.

The Education Program offers an

opportunity for a selected number of chefs and cooks from residential aged care homes to participate in a two or three-day workshop aimed at those who are committed to making a difference in their aged care home kitchens and who can influence supplier relationships, menus and dining room management.

Maggie Beer is a successful cook and an inspirational leader who will educate and inspire those in the industry with advocates like Leanne Appleby in the field to support the Foundation's work.

Congratulations to Leanne on being chosen for this exciting opportunity and we look forward to you sharing your food wisdom.



Jordan Bailey, Information Communication Technology trainee.

Syrian Refugees Fundraiser

Working in OneCare's IT Department can sure be a challenge, although not as challenging as living in a Syrian refugee camp in Jordan, Syria.

Meet Jordan Bailey, OneCare's Information Communication Technology (ICT) Trainee. Jordan was encouraged by his colleagues at OneCare's Corporate Office to get involved in the Act For Peace Ration Challenge to help raise funds for Syrian refugees.

During Refugee Week, Jordan was allowed to eat exactly the same rations a Syrian refugee lives on in a refugee camp in Jordan. This consisted of a small amount of rice, lentils, kidney beans, sardines, oil and chick peas. Also on the list was extra flour and rice, which represent food coupons sometimes distributed by the UN and other NGOs.

The Ration Challenge was about sending a positive message to refugees. We are with them, not against them. For Jordan, experiencing just one small part of their daily struggle allowed him to raise money and awareness to make a difference now.

He was joined by a community of compassionate people who stood up for refugees. During the challenge, Jordan was sponsored by family and friends for raising \$402 in just one week. Overall, 8000 Australians have raised \$2,042,039 enough to feed 7,319 refugees for a year.

Congratulations to Jordan and perhaps some food for thought for us all.



Australian swimming icon Laurie Lawrence gives his tick of approval.

Barossa Park Lodge Update

The community is diving into health and wellbeing at the Salim Sultan Wellness Centre, operated by the YMCA. The facility provides water safety instruction to everyone from infants to adults; from water orientation to refining swimming stroke technique.

Part of the design of this brand new centre is to provide a dedicated facility to assist people with mobility issues, as well as help

professionals care for people recovering from injury or overcoming disabilities. The Wellness Centre was developed as a central amenity for residential care, Independent Living and Affordable Housing clients.

In other news, our residential facility has been busy working with local schools to introduce more activities and concerts by students into our lifestyle program.

We have also partnered with our other OneCare southern site, Bishop Davies Court, to hold activities, such as indoor bowls competitions.

We also continue to hold our community high teas, which are always well attended.

Construction of the next eight Independent Living Units begun in September, bringing the total units to 24.

Safe and Well Management System (W H and S)



OneCare acknowledges the preventative approach to work health and safety, based on our vision that 'everyone goes home safe and well each day'.

In order to support this commitment to our staff, visitors and volunteers, OneCare has developed and is continuing to implement a safe system of work known as the Safe and Well Management System.

You may have noticed Safe and Well banners are now located at all OneCare facilities as a visual aid to remind all staff to be safe and well in all that you do.

Please work together to spread the Safe and Well message by having conversations with your co-workers and supporting each other to improve the safe and healthy work environment at OneCare.

If minor injuries, near misses or hazards are reported, OneCare has an opportunity to intervene and prevent a more serious injury.

Your minor trip may be the next person's twisted ankle or worse. Similarly if you are finding it difficult to safely get the box down from the top of the cupboard, it may be only a matter of time before you or a colleague is injured.

Early reporting of persistent or reoccurring pain or discomfort can prevent the problem from developing and becoming more serious.

The new Occurrence Report form will replace the previous 'Incident Report Form' and the 'Hazard Report Form'. All policies, procedures and forms and Safe and Well documentation is available on the OneCare intranet site.



Jodi Towns pictured with CEO Norm McIlpatrick, and volunteers Sue Westlake, left, and Kay Dutton with a display of the sleeves.



Rubicon Grove

Digging deep for Cambodia

A group of 12 volunteers, including Jodi Towns - Rubicon Grove's Continuous Quality Co-ordinator, will be jetting off to Cambodia on 20 October 2016 to lend its assistance to the Princess Project.

A non-profit organisation, The Princess Project works hard to prevent children from being kidnapped, molested and sold into the sex trade industry in Cambodia.

These young children are often seen walking the streets of Cambodia by day and night, rummaging through rubbish bins in the hope to discover recyclable items that can be sold in order to buy food.

The organisation also works towards helping the families of victims establish businesses to support themselves in the future.

It aims to achieve this through enrolling children in a Christian school where they will receive a quality education, secure meals and the best opportunities to graduate from university and gain meaningful employment.

During her stay, Jodi will be working with single mothers in the maternity hospital, as well as displaced children and families in the local area where she will be engaged in building safe housing with amenities and providing education, healthcare and support.

Initially, Jodi had set her sights on raising \$5,400 before she departs, which will be used towards building two homes (equipped with chicken coops and two chickens) for two single mothers and their children.

However, in just a few short months, Jodi - with the assistance of residents and staff at Rubicon Grove - has managed to blow that goal out of the water, with total funds raised to date sitting at about \$6,300.

Any additional money raised will be used to send children living in slums to school, and will help cover the cost of their uniforms and a meal while they are there.

Fundraising activities held at Rubicon Grove have included pyjama days and crazy hat days, with all participating staff providing a gold coin donation to participate in the fun.

Each week a staff member has volunteered to make soup for staff to purchase at \$5; we have a \$1 lolly jar guessing competition, and Jodi was given a \$500 donation to cater for a 50th birthday party (and may have sold staff leftover muffins brought in for a MAC meeting!).

Jodi has also received \$500 for the Cambodia project through the OneCare CEO fundraising pool, and a high tea held recently resulted in an incredible \$1,500 raised.

The local community has also generously contributed with donations of cash and goods, and the Rubicon Grove knitting group and church groups have provided their assistance.

Planning is now underway for further fundraising activities for the remainder of the year.



They call it puppy love

Rubicon Grove's resident pooch, Marco, brings much joy to the lives of our residents. Marco previously lived at Rubicon, but because of his fear of storms is now cared for (and spoiled rotten) by ACFI coordinator Carol Anderson, pictured.

Carol, who is a health and wellbeing committee member and fitness advocate, walks Marco to Rubicon on the days she works. During her shifts, he spends the day paying a visit to residents throughout the facility.



The Manor

The Manor Makeover

The next 12 months will see 30 rooms at the Manor receive the ultimate makeover.

Construction for the refurbished rooms started on 12 September, with plans currently in the first stage out of six in total.

After re-locating residents, all rooms

have now been stripped and the concrete poured as the contractors, Fairbrother, work to develop four to six rooms at a time.

Framing will commence shortly, with all plans currently running to the planned schedule.

Fairbrother are working well with the facility to ensure the safety and comfort of our residents and staff as work goes on around them over the coming 12 months.

We look forward to the unveiling of the new rooms at the Manor and thank all staff and residents for their patience during this exciting time.



Burnie's Big Birthday

It's not every day you get a letter from the Queen.

Umina Park resident Alma Pepperell celebrated her 100th birthday with her family on 18 September.

More than 40 family members joined the grand celebrations, including her three great-grandchildren and a close friend.

Alma says the reason she has lived to reach 100 is because she has led a healthy life, attributing her good health to playing a variety of sports including tennis, golf, badminton and bowls.

Growing up and helping out on the family apple orchard in the suburbs of Melbourne, Alma to this day still enjoys time spent outdoors in the garden.

Proving age is no limit, Alma suggests sport and social activities as her fundamentals for staying healthy.



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