Welcome from Chief Executive Officer Jacqueline Kelly

Lutheran Services’ purpose is to serve and we embody this by putting Christian tenets into practice. We walk together with congregations, individuals and communities to honour those we serve. We aim to bring dignity, grace and joy into their lives.

This publication provides a wonderful opportunity to share the joy of serving our communities. It is a tangible representation of all the services we offer and how we bring our mission to life.

Produced alongside our preparations for the Lutheran Church of Queensland Annual Synod, it provides our Church, our congregations, and our friends across the state with a deep view of our last 12 months of service, and the major projects we will progress over the next year.
Our Community of Support
It is a document we produce because we take the strength and support we receive from our Church and from the communities we serve with enormous gratitude.

This past twelve months has been a huge time at Lutheran Services marked by significant achievements across our portfolio, and I’d like to thank our team and our supporters so much for everything they do to bring our Christian faith to life.

Working in concert with the Church in all areas is of paramount importance to our mission. Their support for our work, and their trust and faith in working with us as one Church is invaluable as we seek to continually harness the emerging and bountiful opportunities ahead of us to extend the reach of our ministry.

To be Lutheran is to believe passionately in the power of community as testament to God’s grace. And it is my pleasure to take this opportunity to thank our community of supporters for their goodwill and grace over the last 12 months.

Diaconal Witness is the expression of the Lord Jesus’ call to his people to serve as he served. (Mark 10:45).

As an agency of the Church, Lutheran Services brings to life its diaconal ministry by tending to human need in the name of Jesus Christ, our Lord in the spirit of Christian love and service. Lutheran Services extends God’s loving action into our communities to ensure that people are engaged with God’s love everyday.

In 2017, with guidance and assistance from the Queensland Bishop, a Diaconal witness statement has been developed. This summary has become our guidepost to ensure all our work is defined and grounded in a framework of Lutheran faith and ministry. This statement reads in part; “In our modern era ‘diaconal witness’ is often a significant public face of the Church as God extends his loving action into our communities through the work of the church, as it is expressed by our community care agencies.”

Our faith guides us always, so to codify that so strongly, and with so much assistance from our colleagues from across the Lutheran Church of Queensland was a deeply rewarding highlight of the last 12 months.

Embracing Opportunity for Growth
This Year in Review contains a wealth of information about our existing aged care services, as well as our fully costed and fully funded 20 year plan to uplift, renovate, and improve every single service in our portfolio.

Aged care is changing rapidly in Australia both in terms of service design, and in the changing nature of ageing itself. As the baby boomer bubble moves through Australia, safe assumptions about the nature of aged care are being dismantled.

As providers of aged care, our sector is challenged to respond to new expectations of greater service delivery, physical qualities of residential services, flexibility of services, co-creation models of care, and fundamental changes to what it means to age.

All works across these services are supported by robust and stringent business cases that protect existing value and ensures monies spent are directly benefiting residents, and building the future of Lutheran Services.

A pipeline of new developments will continue to bring our mission to new communities as we use innovations in physical architecture and design alongside the spiritual architecture of chaplaincy and the Lutheran ethos to create residences that are joyous, and porous in their local area.

This means opening our homes to our neighbours in the spirit of Christian hospitality, as well as providing a resource of fellowship for local congregations where necessary.

I’m excited to share these plans with you in this document.

Walking Together with Our Partners
Collaborative partnerships continue to be vital for everything Lutheran Services does and is fundamental to who we are and how we fulfill our mission to create lasting social value in our communities. We continue to focus on collaboration within communities to fill gaps, rather than duplicating existing services or competing against other providers.

This is only possible because of the kindness and generosity we are shown by our partners in government, the community, and across our many Lutheran congregations.

Together we’ve achieved a lot this year and I hope you find this document helpful in understanding how far Lutheran Services has traveled over the last 12 months, and our road ahead for the coming year.
A brighter future.
Domestic Violence Services

Mary and Martha’s Refuge

We work with women and their accompanying children who are homeless, or at risk of becoming homeless, due to family violence. We are committed to supporting women to recognise their rights, identify their strengths, make informed decisions and actively plan their goals for creating a better, more independent future for themselves and their families. In 2016-2017 we assisted 60 women and 105 children.

- The Mary and Martha’s team work alongside all of our clients and find creative solutions for difficult situations
- We are a small team with a big impact on outcomes for families
- We have a great Committee of Service and support from congregations
- We are fortunate to have excellent community support and partnerships
- We focus on the wellbeing and safety of women and children
Client stories

Jenny

‘Jenny’ has shared her experiences at Mary and Martha’s refuge in a powerful video, which it is hoped could be a life-changing resource for women fleeing family and domestic violence. Jenny’s story gives viewers unique access to the refuge’s dignified surroundings as well as an insight into the support and programs it offers to help women get back on their feet and find a new home. The video can be viewed on Lutheran Services’ YouTube channel.

Jane

‘Jane’ and her three children arrived at Mary and Martha’s from regional Queensland, having abandoned all their personal belongings, and with two of the children needing ongoing healthcare and hospital access. We supported Jane to receive financial and legal advice over the forced sale of her property. She spent five months with us, finding it difficult to source sustainable and affordable accommodation. Through our networks and advocacy, we were able to acquire a beautiful home for her and her children, and the property’s location meant the children did not have to change schools for a third time in one year. This marked the beginning of a new life for the family. Through the valued support of Friends with Dignity, Jane and her children were able to move into a fully furnished house that felt like a true home.

Our volunteers:

Brisbane Plum Tucker café owner Kate Lyons brings joy to clients living at Mary and Martha’s by baking and delivering custom-made birthday cakes on the children’s birthdays. Kate, a mother of three young children, offered her services at the start of 2016 as a way of contributing to the community and with an understanding that women fleeing domestic violence have so much to cope with that they often don’t have the means to provide their children with a birthday cake on such a special day.

Kate is contacted when a child’s birthday approaches and she creates a cake free of charge and tailored to the child’s age and interests. She is a special person who has baked many beautiful cakes for our children, and we are grateful for her support.

Funding acknowledgments:

– Queensland Department of Housing and Public Works
– Queensland Government, Department of Communities, Child Safety and Disability Services

Domestic Violence Services

Domestic Violence Services
When you need it most.
Emergency Relief Services

Good Shepherd and Bethania

Lutheran Services’ Emergency Relief support services are run by dedicated staff and volunteers who provide a frontline ministry to vulnerable people in financial distress in their local communities. These services run all year and provide assistance by way of food vouchers, breakfast packs, Go Cards, personal toiletries, nappies, petrol vouchers (gift cards) and assistance with emergency bill payment and pharmaceutical purchases. Good Shepherd Emergency Relief and Bethania Emergency Relief staff each see 30 individual clients on their day of operations. These services provide every individual client with a dignified experience and offer referral to other services that may help them get back on their feet.
Good Shepherd Emergency Relief is funded to assist 30 people every Monday from its Wynnum location. Volunteers are crucial to the smooth running of the service.

Bethania Emergency Relief is run by a small, dedicated team of unpaid volunteers at Woodridge. The office, open every Friday morning at Keystone Services, experiences long line-ups of people and is funded to support 30 people. We are increasingly working with a large number of resettled refugees who meet our emergency support requirements.

Our clients:

Christmas is a particularly difficult period for those in financial distress and the families our Emergency Relief services support enjoyed some extra cheer over the festive season.

A community member heard about the work of Bethania Emergency Relief and raised more than $800 through her golf club. Bethania’s part-time staff member and two volunteers used this money to make up 40 Christmas hampers filled with puddings, shortbread, lollies, popcorn and some toiletries. These hampers were distributed to clients in addition to their emergency financial assistance for Christmas.

Clients at Good Shepherd received vouchers to spend at a popular local eatery in addition to their pre-Christmas emergency relief, thanks to the generosity of the Wynnum RSL Women’s Auxiliary who donated $1,300.

Also, St Peter’s Anglican Church at Wynnum, which leases office space to Good Shepherd, hosted a Christmas luncheon for 18 of Good Shepherd’s clients, including 10 children.

Our clients:

Due to a number of events beyond his control, James found himself in Wynnum with no income and living in his car. He had contacted Centrelink but been told it could take several weeks for a payment to be processed. He had no money, no food and was about to run out of petrol.

Good Shepherd Emergency Relief was able to support James with food vouchers, petrol vouchers, pharmaceutical scripts, information and referrals to services.

After five weeks of support from Good Shepherd, James was offered accommodation and received his Centrelink payment. He said that without the support of the program he didn’t know how he would have been able to find stable accommodation and rebuild his life.

Funding acknowledgments:

– Queensland Government, Department of Communities, Child Safety and Disability Services
– Australian Government, Department of Social Services
Every day a new day.
Mental Health Services

Graceville Centre

Graceville in Nambour provides support to people living with intellectual, cognitive and/or psychiatric disabilities.

We work with each individual to assist people to live the lifestyle of their choice, while maintaining and increasing each client’s skills and abilities to become as independent as possible.

We work within a person-centred planning framework, which is a key element of our commitment to provide a flexible and individualised service.

Underpinning the vision of each program is the belief that recovery is possible for everyone. Graceville sees each person as an individual and tailors their supports through an evidence-based practice framework, providing the opportunity for best outcomes.
Dan

Dan is doing voluntary work at a Mooloolaba fast food outlet, cycling there for an early start and helping the owner clean and prepare the food for the day. He volunteers most mornings for about four hours and receives meals to take home in return for his labour and time. The meals are healthy and he consequently saves money on food. Dan shows a strong commitment and work ethic, heading to bed at 7.30pm so he is ready for his early starts—a great preparation for future paid employment. Dan directly approached the employer for the work, and is understandably proud of his achievement in securing it. He has improved confidence and feels more valued. He is also working at a fruit shop, saving more money, managing his health and learning to play the guitar.

Michael

Michael has had an interest in music since his teenage years. He played a number of instruments and, in his early 20s, was part of several small rock bands. His goal was to once again play music, possibly in a band. Graceville staff supported him to attend a music program at Nambour TAFE. He developed a passion for the marimba and keyboards and was keen to master other instruments. TAFE program members have formed a band, The Outsiders, and Michael is a member. They launched their CD on the Sunshine Coast in December 2016.

Funding acknowledgment:
- Queensland Government, Department of Communities, Child Safety and Disability Services
Know no limits.
Disability Services

NDIS explained

The purpose of the NDIS is to offer clients more control over how their funding is spent. The main change is that clients will have more choice about the types of services and supports they purchase with their funding, and who provides them. Instead of the funding going direct to service providers, the funding package goes to a client account. The client then directs where and how it is spent.

Lutheran Services is ready to take on the challenges and opportunities associated with the incoming National Disability Insurance Scheme (NDIS).

Our established services at Trinity Disability Service (Gold Coast), Keystone Services (Woodridge) and Somerset Community Services (Brisbane Valley region) continue to provide excellent services to individuals.

Pilot programs have begun to test and refine our preparedness for the NDIS rollout to our major disability sites in 2018-2019.

The pilot program in Toowoomba involves Lutheran Services taking on the role of Plan Management Provider. In practice, this means clients can approach specialist Lutheran Services staff to assist with formulating their goals, acquiring the services they need to meet these goals, and with managing their funding (Lutheran Services is not delivering the day-to-day services to clients).

The second pilot, at Somerset Community Services, is analysing the projected services required by clients to give insight into future needs.
Trinity Disability Services

Located on the Gold Coast, Trinity provides a range of services to adults living with an intellectual disability. Our objective is to support our clients to live as independently as possible. We focus on each person’s strengths and individual needs when providing support. We work closely with the client and their network of friends and family to identify needs, future goals and aspirations, and individualise support to help each person to achieve their goals.

Anna

Anna Scholl has been supported every Sunday to play tennis, the sport she loves, and to take part in the most recent Queensland Special Olympics held in Brisbane.

Anna played magnificently and came away from the tournament with two awards: as winner of the doubles with her partner, and as runner-up in the Division 6 singles. She was proud of her achievements and is looking forward to the next Special Olympics event.

Funding acknowledgment:  
Queensland Government, Department of Communities, Child Safety and Disability Services
Keystone Services

Our Woodridge centre, Keystone Services, is a hub of activity and works with people aged between 15 to 65 with an intellectual and/or physical disability.

Keystone utilises an individualised approach, with the goal of assisting each client to live the lifestyle of their choice, while maintaining and increasing their skills and abilities.

Each of our programs focuses on working with people’s strengths and abilities, supporting them to reach their goals, promoting independence and development opportunities, and enabling people to build and develop lifestyle skills and social networks.

Our clients:

A new program in 2017 sees Keystone clients delivering a feast of fresh produce to the local community. Each fortnight, clients are filling orders from families and staff for $20 mixed fruit and veg boxes, purchasing the required produce and packing it ready for collection.

Support Worker Kerry Drysdale accompanies the clients on a buying trip to a produce barn in the nearby suburb of Waterford. The purchases are taken back to Keystone, and there’s a hive of activity as the clients sort the fruit and veg and fill each box to the brim.

This program helps promote social interaction, teamwork, and skills in money-handling, counting, weighing and sorting.

Funding acknowledgment:

– Queensland Government, Department of Communities, Child Safety and Disability Services
– Australian Government, Department of Social Services
Clients of Somerset Community Services, located in Fernvale, have a diverse range of needs relating to ageing, physical disability, intellectual disability, mental health and carer issues. Our staff are skilling up to take on the NDIS rollout, which is due in the region in July 2017.

June

June, who is aged in her mid-80s, and her son Dave, who is in his mid-50s, have lived on the family farm in the Somerset region all their lives. Dave was born with a mild physical disability and intellectual impairment. June is a private and independent person and only recently accessed services for her son. Dave began coming to the day respite program, and it was clear he enjoyed the activities and outings. Through the trusting relationship staff developed with June, and some home visits, Somerset staff learnt she was not well and having difficulty getting Dave ready to go out.

As plans were developed to begin in-home support in the mornings, June was admitted to hospital having suffered a heart attack. We were able to collect Dave from his emergency respite placement to join our centre-based respite activities. June returned home after three weeks in hospital and is happy to have support workers from Somerset visit each weekday to assist with the morning routine. Dave is also now attending the service four days a week to enjoy social interaction while June recovers her health.

Funding acknowledgment:
- Queensland Government, Department of Communities, Child Safety and Disability Services

Disability Services
Breakthrough.
Intercept is based in Caboolture and works with at-risk young people aged 10 to 18 years and their families/carers in the Moreton Bay Regional Council area. Our purpose is to empower and provide opportunities to young people who are looking for a hand-up, rather than a handout. Our long local history and community links mean clients access support that meets a range of their needs. Ways in which Intercept reaches out to young people in schools, in the community and in families, include:

- Our school holiday programs, which attract 40 to 60 young people each quarter
- Workers in six high schools in the region, and support for more than 200 young people every term
- Homeless support to more than 70 young people a year
- Providing family mediation
- Providing counselling, case management and mediation support for more than 60 young people/families either at risk of entering, or engaged with, the child protection system
- Our specialised education program, which saw 13 students graduate years 9 and 10
AJ

AJ is a young adult, recently graduated from school, who has been supported by several of Intercept’s programs for about the past three years, including our Youth Mental Health and Disability Support (YMHADS) program. AJ lives with a complex physical disability, and also an intellectual disability. He has faced many surgeries with a strong-willed, ‘never-give-up attitude’ and has never given up on reaching his goals.

His long-term goal is to move out of his grandparents’ home and live independently, and he has made huge steps forward to achieving this. He is also working towards finding fulfilling employment.

He may be moving into a supported living space in 2017, and will continue to receive support through the YMHADS program as he explores his options for further education. He will be starting a job at a pet store once he has moved out.

SB

SB is an indigenous young person who completed Year 10 at Intercept’s Youth Justice Education and Training (YJET) program in 2016. She was with YJET for three years, and during this time lived out of home and learnt to be independent.

SB became a strong leader in the YJET classroom and was interested in working in hospitality. After finishing Year 10, and with assistance from the YJET support worker, she was encouraged to enrol in a hospitality course at another registered training organisation. The YJET support worker called SB each morning and encouraged her to follow this path. SB went on to complete a hospitality course and did work experience at The Coffee Club, which encouraged her to hand in a resume for future employment opportunities.

SB is doing well and is very proud of what she has achieved so far.

Josh

Josh, 14, was referred to the Youth At Risk Network (YARN) from his local state high school. The school reported he had shown violent and anti-social behaviour, including high levels of truancy, stealing, self-harm, and a lack of remorse for unacceptable actions.

Josh attended YARN six times and was referred to Disability Services Queensland (DSQ) and Youth Mental Health and Disability Service (YMHADS) mentoring. Through DSQ, an occupational therapist worked intensively with him.

YARN advocated with DSQ for additional occupational therapy funding so Josh could continue his progress, and a psychologist was engaged to assist with his behaviours.

Josh’s school reported that he transitioned back to the classroom quite well, with a positive manner and improved behaviour. Josh’s mother also said that his behaviour at home settled down, and he joined a basketball team. She felt the changes in her son wouldn’t have occurred without the support of YARN.
Bridges Reconnect

We work with young people aged 12 to 18 in the Logan area who are homeless or at risk of becoming homeless, and their families. Support we provide may include assisting to re-engage with school, employment, or training, or with families, where appropriate.

The Bridges Reconnect team balances practical support with therapeutic case management support. This means we may support a young person to navigate Centrelink, gather identification documents, have health checks, or find stable accommodation. We also support a person through family mediation, referrals to specialist services (such as DV and mental health services) for counselling, and advocate for them with schools.

Bridges Reconnect believes taking our message to the community is an effective way to spread the word about our services and invest real ownership in giving youth a hand up. With this is mind, we have begun coordinating volunteers to support a student breakfast program at Woodridge State High School. We are also utilising volunteers to create a ‘job club’ and ‘life skills’ program to run out of the Youth Space. Volunteers are creating the programs and will then facilitate these modules on a weekly basis, with local young people.
Client stories

Pam

Pam, 15, was referred to Bridges Reconnect by her school guidance officer. Her father had passed away a few months previously and she ran away from home. The family unit was under enormous stress, both emotionally and financially. Pam felt disconnected from her family: she considered herself “Daddy’s girl” and, after his death, couldn’t see how she fit in to her family.

Support was provided for the whole family, enabling each person to talk through the stages of their grief and loss. Mediation and joint family sessions to promote communication and rebuild relationships were also organised.

Pam was supported to transition back to school and is now attending full-time and achieving strong academic results. She is happy at school, has a positive relationship with the majority of her teachers, and has recognised the importance of communicating her needs instead of bottling things up and then exploding. Her mother, Julie, said there is less conflict within the home, with established rules and agreements for all family members, and a greater sense of family connection. “We realise,” she said, “that at the end of the day we are close. We feel like a family again.”

Katana

A few years ago, Katana Wesley was estranged from her family and skipping school.

With assistance from Bridges Reconnect, Katana enrolled herself in a private school and has since graduated from Year 12. She has become something of an ambassador for what can be achieved, and how you can turn your life around, visiting schools and sharing her story.

In 2016, Katana also attended the eight-part Project Voice workshops hosted by Bridges Reconnect and run by inspirational Queenslander and 2015 United Nations Youth Ambassador, Shae Spearings. These workshops are aimed to help young people to develop their reading, listening, and speaking skills.

Funding acknowledgment:
- Australian Government, Department of Social Services

Youth and Family Services
Aged Care

Our aged care services are the hub of our mission in action.

At any of our 10 services providing residential aged care you will find residents engaged in meaningful daily activities, laughter and caring for each other.

Our residential aged care services provide dementia support, respite services, assistance with tasks like getting dressed and showering and more intensive assistance for people with higher support and health needs.
Retirement Living

Lutheran Services Retirement Living offers one, two and three-bedroom townhomes, villas and apartments in a range of highly desirable coastal, inner-city and rural locations across south-east and central Queensland.

A lifestyle to love.
Smiling staff and residents are just some of the elements that make St Andrews in the Tallebudgera Valley on the Gold Coast a special place. Residents and relatives say we offer a welcoming environment with a genuine sense of community.

We are within walking distance to West Burleigh Village shops, cafes and post office, and a short drive to cinemas, lawn bowls clubs, the beach and restaurants.

Amid the beautiful gardens of St Andrews we have a cinema, pool and a refurbished gym which are available for all residents to enjoy.

St Andrews, Tallebudgera

Our residents:

Each Monday morning, a group of residents gather in the Bar Room for ‘Chaplain Chat’ with our Chaplain Kathy Friebel.

The sessions begin with residents sharing their ‘highs and lows’, putting into practice the adage ‘a problem shared is a problem halved’. Relationships are strengthened as group members recognise both burden and blessing. It is powerful to have space and permission to share struggles, knowing that we are all part of the journey and that God is at work in each part of life.

About half of the residents’ group have lived overseas and this diversity brings added depth and dimension to discussions. Finishing with prayer, Chaplain Chat is an inclusive way for residents to start off their week.
We are the region’s largest aged care and retirement living service, situated on a picturesque hill with views of the Bunya Mountains, just 2.5 hours north-west of Brisbane. We provide Home Support services to our surrounding area and also have a Day Therapy Centre for use by our residents and the community.

We were blessed to have Pastor Michael Braunberger accept the call to the position of full-time Chaplain at Orana. Pastor Michael provides wonderful care, spiritual guidance and assistance to all, and our residents appreciate the opportunity to have chaplaincy provided here at Orana.

Our residents:
This past year has seen many celebrations, including Charles and Beatrice McCarthy marking their 73rd wedding anniversary. We celebrated this special day with a morning tea with family and friends. Beatrice and Charles spend a great deal of time together every day and you can see the love that they share for each other. It is wonderful for us to be able to be part of such joyful celebrations.

Our residents:
Our new weekly men’s activity, dubbed Friday Fella’s Finale, has been a roaring success. The ‘beer o’clock’ sessions promote friendship and community amongst the service’s male residents, and have featured shows of vintage cars, including a 1962 Valiant and 1969 MG, and motorbikes.

But it’s not all about cars. Resident Bill Heneiger has been a long-time woodworker and is able to share his skills at the sessions. He recently made some hand-carved birds for residents’ rooms.
St Paul’s, Caboolture

St Paul’s is located on 12 quiet and picturesque acres close to the Caboolture town centre. Even though bordered by residential suburbs, St Paul’s has been able to retain a genuine country feel across the service.

St Paul’s community is home to both residential aged care and retirement living residents who all enjoy our beautiful landscaped gardens. The community atmosphere is also enhanced by regular visits from volunteers, family, trainees and other visitors on a daily basis.

Our Creative Arts Program is forever evolving around our residents’ interests and abilities. We have introduced therapy dolls, Emily and Ethan, which trigger fond memories for many residents and show an enormous therapeutic value within the service.

We have introduced outings and activities such as fishing trips and mystery lunches to foster a sense of belonging in the community for our residents and their families.

We have developed a strong relationship with the surrounding universities and schools which helps our residents foster meaningful relationships with all generations.

We encourage local primary school students to visit and be involved in everyday life here.

St Paul’s has recently undergone major renovations, with completion of improved bathroom facilities in all resident rooms.
Our vibrant community is home to 100 residents and is nestled close to the bustling Nundah Village café precinct and Toombul Shopping Centre on Brisbane’s northside.

We focus on encouraging our residents to maintain independence and a live a quality life, by providing tailored, individualised support that promotes positive ageing.

Residents are encouraged to become involved in art, music, dance, theatre, craft, brain-training and technology, as well as more traditional activities such as quizzes, bingo and cooking. They are supported to design their own lifestyle programs that are meaningful to them both within the home and in the wider community.

A kitchen makeover and new approach to dining has made meals more nourishing on many levels. Slow-cooked meats, perfectly cooked vegetables and scrumptious desserts are all on the menu, making Zion more restaurant than aged care.

The new approach was driven by residents and managers and now a greater choice of fresh food is cooked in updated surrounds. Ipads are used to order meals and each resident’s electronic profile has information about allergies and any nutritional guidelines.
Our residents:
The healing nature of art and music is fundamental to the approach at Zion and the annual Zion art show exhibiting more than 150 pieces of art, many created by residents, was a successful event again this year.

The residents created the works in regular sessions with specialist art therapists.

New Zion resident Irene Kilby was thrilled to have attended her first art show as an exhibitor. She also featured in a video produced by Lutheran Services (you can find it on our YouTube channel) to promote the creative arts program, which aims to help improve people’s health and wellbeing.

Resident stories

Tina

Tina, at age 95, never expected to be given the opportunity to continue what has been a lifelong love of travelling and cruising, while Sylvia, 87, hadn’t cruised for 40 years and never expected to go again.

But cruise they did in June 2016, along with four other of our residents, Mae, Del, June, and Gwen, for three days aboard the Pacific Dawn, accompanied by Zion staff, a volunteer and a family member.

So successful was this new initiative, with such a positive impact on residents’ lives, that when expressions of interest were called for another cruise there was much interest and excitement. A second group of residents said bon voyage and set sail on the same ship in April 2017.
Resident stories

Immanuel Gardens, Buderim

Our inviting community is located on the north-eastern slope of Buderim Mountain in the Sunshine Coast Hinterland. Expansive views overlook Mooloolaba and the ocean beyond. At Immanuel Gardens, the 86 acres of subtropical bushland and extensive landscaped gardens are the focus for many resident activities, with a boules court, barbecues, a pool, spaces for gardening and a recreation centre. Immanuel Gardens has begun the journey to a wellness model by hiring on-site occupational therapists. We are developing programs to promote wellbeing, independence, and management of chronic disease and pain.

Kevin

Our volunteers devote thousands of hours to our residents. Kevin, a retirement village resident, is one such volunteer. He drives the bus that takes residents on outings. He enjoys driving and intends to continue as long as he is fit, able and has his doctor’s approval.

Members of the Immanuel Lutheran Church congregation also continue to graciously volunteer their time to help us meet the spiritual needs of our residents.
Resident stories

Pauline

Pauline Harney, who lives in an independent retirement unit, is one of a team of volunteers who tend to the greenhouse on the grounds and its many beautiful orchids. Volunteers put cut flowers when they are in bloom in the rooms of residents at our adjacent aged care service. Pauline, a long-time orchid enthusiast, was keen to help get the greenhouse, which had been left somewhat neglected when a resident moved to aged care, back to its flowering form. The project to rejuvenate the greenhouse and orchids has promoted friendships and involved many members of the community, including the local orchid society which donated supplies and expertise.

Our Residents:

Retirement village resident Judy Belter has taken on the job of walking a very special new resident every day: Nugget, our golden Labrador. Nugget came to Immanuel Gardens after his hip dysplasia disqualified him from completing his instruction to becoming an assistance dog. While he didn’t make the grade as an assistance dog, he is a brilliant companion canine. Nugget’s warm coat and friendly nature make him a great friend to our residents.
We are a retirement village in the beautiful Scenic Rim.

We offer privacy in a quiet, relaxed and social environment that supports our residents to maintain their independence for as long as possible. Teviot Villas offers the convenience of being able to walk to town to access the library, hairdressing salon, supermarket and our many cafés and eateries located in the main street.

We are an active, personal, and close-knit community of like-minded people enjoying independence with the added peace of mind of supported living, particularly with the recent introduction of on-site Home Support.

Teviot, Boonah

Our residents:
A Christmas outing to the local Kooroomba Vineyard and Lavender Farm at Mount Alford was enjoyed by residents.

It was wonderful to see some of the more reserved residents come along and have a great time, enhancing their social interaction and bringing the Teviot Villas family closer.
Wahroonga is at the centre of Biloela in western Queensland, both geographically and culturally. Set among 24 acres of gum trees and well-maintained gardens, we are a local hub that hosts the Biloela Croquet Club and an Australian Government-funded Day Therapy Centre that is open to the public. Visiting pets are most welcome and residents can enjoy the bird aviary, guinea fowl, chicken and fish pond, as well as the local wildlife.

Our new Chaplain George Rankin has brought a new perspective to chaplaincy at Wahroonga. He has implemented two separate programs, one focusing on residents and the other on staff.

The resident program, ‘Resident Window’, is helping build resident-to-resident and staff-to-resident relationships, while the other project, ‘Angels and Mortals’, focuses on staff giving back to each other through kind words and deeds. This is also promoting a more mindful work presence among staff.

A wonderful acknowledgment for our service was receiving an award for Most Inclusive Employer in the Banana Shire. This was a nod to our inclusive employment policy of staff with a disability.

We have sourced a local card maker, Lyn Matheson, who comes in once a month and assist residents to make greeting cards, which they are very proud of. Residents have also started doing more crafts using their hands and have made the floral art work hanging in the hallway. We also have our Diversional Therapist Amanda working with residents to make a quilt based on farm animals.

A welcome injection of funds came in the way of a $23,000 grant from the Queensland Government Gambling Community Benefit Fund. This money was committed to the revitalisation of the bore and building a market garden for our residents.
Our volunteers:

Four men who give freely of their time to do much of the heavy lifting and equipment transport around Wahroonga were nominated for an Australia Day Award.

Alan Tappin, Alan Trace, John Pickering and Robert Loveday help transport our residents' mobility equipment on the weekly Thursday Town Shopping expedition, unload shopping, clean the fish tanks and tackle various other jobs around the service.

We were thrilled to see them acknowledged and thanked for their generosity at the Banana Shire Council’s 2017 Australia Day celebration event.

Our residents:

Our residents made new friends with visits from the Central Queensland Harness Club and their magnificent Clydesdales.

The club brought these gentle giants to Wahroonga—and not only into the grounds. They were led through the hall to residents who could not make it outside.

Residents have also enjoyed several visits from some friendly Shetland ponies.
Salem and Northridge Salem, Toowoomba

Across our two Toowoomba sites we provide accommodation for 143 residents. Salem is located in Hume St and Northridge Salem is located on Holberton St. Both services focus on person-centred care. This means we respond to the person as an individual and address all aspects of their needs, including the physical, spiritual, emotional and social.

Our Day Therapy Centre at Northridge Salem has moved up a gear—with a new bus to pick up community members, and Salem residents providing a boon to the service. At the Day Therapy Centre people can enjoy group walking sessions, board game activities, movie chats and indoor bowls.

Our chaplaincy program has also expanded with the installation of Jo Elsom, who provides a listening ear and spiritual guidance to our residents.

Our future:

Toowoomba is in the middle of a ‘grey boom’ and Lutheran Services plans to rebuild the Salem site.

A multi-storey building on the Hume St site will boast a verdant rooftop garden (pictured above) with chooks, raised veggie patches and areas of quiet contemplation.

The aim is to give residents modern accommodation, places of activity and also places for solitude amongst nature.
Trinder Park, Woodridge

At Trinder Park there’s a strong sense of connectedness. The service features a beautiful bushland setting with an on-site Council bus stop, visiting wallabies and koalas, community gardens and a supportive network of volunteers. Residents choose from a range of meaningful activities that offer opportunities for creativity and developing new skills and interests.

Trinder Park continues to step through the 10 principles of the Eden Alternative seeking to become an accredited Eden Philosophy provider. In essence, the Eden Alternative is about eliminating loneliness, helplessness and boredom through quality relationships with people, animals, children and nature.

An example of how this happens everyday is that staff must take out at least 10 minutes in their busy schedules to build a relationship with a resident. There are 200 staff and 156 residents, so this works very well. Sharing life stories and experiences are embedded in regular staff–resident barbeques, resident meetings and team meetings.

Another example of relationships being key is the instance of two female friends who became separated because of changing care needs. One of the friends became quite ill with loneliness, so once a room was found nearby she moved. Both friends are now happily together again, with one of them so vitalised she nominated herself as choir captain.

Our Day Therapy Centre is funded by the Australian Government Department of Social Services. Visit the Department of Social services website www.dss.gov.au for more information. Although funding for this service or activity has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.
From our Chaplain Joanne Corney:

Chaplaincy makes for many treasured memories. One that stays with me is a visit that was predominantly silent—as the gentleman was barely able to speak. It was a visit where the ministry of presence—caring through being there with a resident—was touching, profound and etched in memory.

This frail resident asked to sit with him in quietness, sometimes holding my hand, asking me to stay a little longer. When time came to move on, he accepted the offer of God’s blessing and returned it back to me, giving thanks for my visit, for being there and sharing his quietness.

Other similar visits were shared with this gentleman before he passed away. What remains for me is the impact of sharing a quiet presence with another.

Our residents:

The Trinder Park performing arts program is gathering further steam. Recently, residents performed their plays for other Lutheran Services, including at Zion Lutheran Home in Nundah and St Paul’s in Caboolture.

The Fun Factory sessions to rehearse these shows have been a great benefit to residents. One resident surprised herself by taking a lead role, and another resident who has a brain injury has improved his reading and speaking enormously.
Tabeel, Laidley

Successive generations have made Tabeel in Laidley their home.

Our beautiful environment contributes to quality of life and meets the many and differing needs of our residents and families. Situated in a welcoming country community, we are close to the Laidley town centre. Our grounds feature year-round blooming gardens and tranquil sitting areas.

Tabeel is the type of place, because most of the residents are local, where community and connection are brought to life every day. For example, the service hosted the Lutheran Women of Queensland West Moreton Zone’s 50 years celebration of fellowship and service. It was a valued opportunity to say thank you to the zone congregations for their dedication and support through charitable works and recent donations of more than $3,000.

Tabeel is sad to say goodbye to the Ladies Auxiliary after decades of dedicated service and fundraising. In the past few years alone, the group (many whom are now in their 90s) has donated more than $100,000. This has been used to replace curtains throughout the service, purchase new chairs, lifters and hoists.

To fill the gap, various community groups and members have stepped up, which in turn strengthens our ties to Laidley.

Our fete remains the most important fundraising event of the year, and resulted in acquisition of a new residents’ bus. Lions Club, congregation members and general community are valued members of the fete fundraising team.

We were excited to see historic Hopeland Hall, in the grounds of our retirement village, officially opened after an extensive renovation. This is a wonderful asset for residents and the local community.

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From our Chaplain Brett Reisenleiter:

At Tabeel, through many years and generations, we are touched and joined by the hands of God. This is a story of connection and linkage between myself and Tabeel resident Sam Rohde.

Sam Rohde, 92, is a cousin to Margaret Zanker (now deceased). Margaret’s husband Pastor Clem Zanker was pastor for the Ropeley Lutheran Church and the Mt Sylvia (Cross) Church in the Lockyer Valley more than 30 years ago.

I am a fifth generation local to the Lockyer Valley, and went to Mt Sylvia State School, Mt Sylvia church, and Lockyer Valley High School. Thirty-one years ago I was involved in a serious motor vehicle accident near the Mt Sylvia school and not expected to live. Pastor Clem and Margaret supported my family throughout this terrible incident. Through God’s Grace I survived and lived onto a productive life. After chatting to Sam about this we have grown closer together with admiration and respect.

When Pastor Clem and Margaret moved to New South Wales they named their property ‘TABEEL’, the name of the Lutheran service I am blessed to work at.
Bloomers Café:

Our information ‘café’, which tackles topics related to ageing not commonly spoken about, was recognised a finalist in the Team Innovation category of the 2016 HESTA Aged Care Awards.

Bloomers Café creates a warm, informal environment in which community members feel comfortable to share experiences, discuss concerns, and ask questions of our staff and each other.

Topics for information sessions are chosen in response to matters raised by residents and their families. Past topics have included ‘What can I expect to happen when my loved one is dying?’, ‘How can I communicate with a person who has dementia?’, and ‘How do you ensure my relative is well-nourished when they have trouble swallowing?’

Our residents:

Dressed as superheroes and fairytale characters, our residents were featured in a glamorous 2017 fundraising calendar project that captivated the Lockyer Valley district.

The 20 residents, ranging in age from 74 to 93, were styled and photographed in a variety of personas, from Red Riding Hood, Snow White and Alice in Wonderland to Spiderman, Marilyn Monroe and Cleopatra.

The stunning portraits were taken by Lockyer Valley photographer Loren Hayne from Tall Timber Studio with the assistance of local businesses and identities who provided props, settings, transport of costumes from Brisbane, and even the odd cameo appearance.

Picture courtesy of Tall Timber Studio
Zion, Gympie

Our retirement units offer a seamless transition from owning your own home to the peace of mind and enjoyment of living in a supportive community. We are located on a hill on the Sunshine Coast with magnificent views, and are only a stone’s throw from everything Gympie has to offer.

Our residents have security of tenure, which only a registered retirement village can offer.

Zion Gympie Retirement Living has become known throughout the broader community as a respected and caring place for seniors to live independently. Many of our prospective residents are referred to the village by people in the community and local organisations, and our reputation is reflected in our waiting list.

We are pleased to remain 100% occupied. It is heartening to know that the village is so well-respected that prospective residents are willing to have their names on a waiting list for future occupancy.

Our residents:

Zion Gympie Retirement Living was proud to see some of our residents recognised for their community volunteering work at an awards ceremony in 2016.

Dudley Fisher was co-winner of the Gympie Region Senior Citizen of the Year, while fellow residents Audrey Gwillim and June Gresham were also nominees.

Dudley is a member of Probus and Lions Club who has volunteered at local schools and for Meals on Wheels. He said volunteering gives him both a feeling of satisfaction and a great opportunity "to meet and know interesting folk".
In response to the changing landscape of aged care, Lutheran Services is pleased to offer Home Support services in all areas of Queensland from our service hubs.

The expansion of our Home Support services follows legislative changes in February which give older Australians greater flexibility and control over services provided to them through an Australian Government-funded Home Care Package.

These packages help people to remain living independently at home for as long as possible. Services provided under a package can include assistance with showering, meal preparation, laundry, house cleaning, gardening, transport to attend medical appointments or to go shopping, as well as nursing and allied health therapies.
Future Directions

Alondra Residences—
it’s about living life to the fullest and making the most of every minute

Plans for Lutheran Services’ flagship retirement living service ‘Alondra Residences’ in Nundah on Brisbane northside are well progressed, with building anticipated to commence in the second half of 2017.

Alondra Residences offers a retirement living option that challenges traditional perceptions of retirement living as being isolated and disconnected from the greater community. It is a key initiative in delivering on our strategic priorities to offer accommodation within supported living communities that people love to live in and share.

This retirement living alternative targeting the over 70s will be truly unique. The design is founded upon principles of community, care and support. Intergenerational flow and social connection are encouraged by the built environment and contemporary service design, creating a vibrant and flourishing supported living community that is engaged and connected with the broader Nundah neighbourhood.

Alondra Residences will be an eight-storey building offering a total of 52 apartments that are a mix of one, two and three bedrooms. It is located in Union Street, across the road from our existing Zion Aged Care service, and forms Stage 1 of the wider redevelopment planned for Zion. Longer term, Zion will be redeveloped to become a state-of-the-art supported living community, with more independent living apartments being developed to suit a range of budgets.

Each Alondra Residences apartment is conceived as a home, with the characteristics of a house, such as kitchens adjacent to generous balconies and serveries to outside, cross-ventilation to minimise air-conditioning and generous storage and laundries to support home living.

Lutheran Services is an organisation with a bright future and an enormous capacity for growth and extension. The planning we have put into our next generation of services and organisational growth has been an essential process of developing a better understanding of our environment, our market, our residents and clients, and the opportunities ahead of us.

In developing this vision for renewal, we have been blessed to receive the assistance of some of Queensland’s industry leaders in residential property, development, and planning.

A Sustainability Imperative

Aged care is changing rapidly in Australia both in terms of service design, and in the rapidly changing nature of ageing itself. As the baby boomer bubble moves through Australia, safe assumptions about the nature of aged care are being dismantled.

As providers of aged care, our sector is challenged to respond to new expectations of greater service delivery, physical qualities of residential services, flexibility of services, co-creation of models of care, and fundamental changes to what it means to age.
Alongside this growing complexity of service demands, there is a concurrent boom in demand for aged care places throughout Australia. The numbers tell their own story of the challenges the sector faces. In order to meet demand:

- By 2020, Queensland will need 80,000 more aged care places.
- By 2031, South East Queensland will require 44,300 new places, and
- Brisbane will require 17,000 places in that time.

Aged care providers that meet these challenges will thrive, and those that don’t, will not.

Positioning Lutheran Services to respond to the changes is also responding to our imperative to build a future-proof, sustainable organisation that can survive in the long term to realise our mission to continue to provide care to the vulnerable and to build vibrant Christian communities across Queensland.

In order to meet this imperative, it is essential that Lutheran Services scales up our capacity to meet changing demand and to meet the growing number of places required. This is not just imperative to continue our growth, it is imperative to ensure we can sustain our organisation in the long term.

Of particular importance is dementia care. We know more Australians will be living with dementia for longer. We know firsthand how deeply dementia touches the lives of people living with the disease and the lives of their loved ones. We are committed by compassion and by our faith to develop innovative models of dementia care, and keep care for people with this disease at the heart of our work moving forward into the next phase of our organisational development.

Seizing Opportunity

Lutheran Services has an historic opportunity to more fully realise our mission and to provide witness in existing and new communities.

Healthcare in Australia in 2015 was worth $7.6 billion and is 11% of our Gross Domestic Product. The growth in aged care will also see this section of the economy grow, and our sector continue to be one of Australia’s leading job creators.

We are not alone in the sector in attempting to grapple with the many challenges presented by a changing and increasingly complex operational environment. How these challenges are met will, largely, redefine aged care industry for the foreseeable future.

Brisbane, Beenleigh, Caboolture, and Strathpine will experience exponential growth in disability support needs, and NDIS spending across this combined region is estimated to reach $250 million to $300 million.

In developing our vision for the future of Lutheran Services, sustainability of our organisation and our mission have been our watchwords through a planning process that has left no part of our organisation untouched.

A comprehensive 20-year plan for the total redevelopment of all services, and the development of new services, has been developed. Alongside this plan we have developed robust financial planning which is increasing our cash flow and reserves for future reinvestment.

This has included a total portfolio review and market analysis.

As this process has developed, we have amassed considerable resources, both internally and externally, to guide us on our path to mission on a larger scale, and we pay enormous tribute to all who have worked on this plan. We now have the human capital we need to realise a greater vision of aged care that honours the legacy of our church through excellence in design, architecture, service planning, chaplaincy, and the development of innovative models of care.

This is not just a series of renovations and building projects. In this we are drawing upon the Lutheran reputation of excellence in service delivery and mission and Lutheran Services’ ranking in the top 8% of aged care providers in Australia.

We are humbly continuing in the Lutheran tradition of working in and alongside communities to love and care for all. This is a new dawn for Lutheran Services, and we are embracing it going forward.

Growth and Extension

Over the next 15 to 20 years, all existing Lutheran Services will be redeveloped in three priority phases. All works across these services are supported by robust and stringent business cases that protect existing value and ensure monies spent are directly benefiting residents, and building the future of Lutheran Services. It is strongly anticipated and planned for that, in many cases, additional value of a service will be unlocked as redundant and outdated models of care and uses of space give way to the new.

Developing innovative models of care in our services means more than incremental improvements of existing care. It means investing in innovation, and partnering with leading thinkers in aged care from around the world to share knowledge and wisdom and bring that to bear on our day-to-day operations.

A pipeline of new developments will continue to bring our mission to new communities, as we use innovations in physical architecture and design alongside the spiritual architecture of chaplaincy and the Lutheran ethos to create residences that are joyous, and porous in their local area.

This means opening our homes to our neighbours in the spirit of Christian hospitality, as well as providing a resource of fellowship for local congregations where necessary.

As we seek to grow the Lutheran Services footprint in existing communities and enter new ones, we will be seeking to expand our community services also, and no issue is more urgent than the need to tackle domestic and family violence.

The time to tackle this issue has never been more relevant. As the government continues to place this issue squarely on the agenda, we will be seeking to partner with communities to support and bring restoration to women and children devastated by this violence.

With a proven track record of support at Mary and Martha’s Refuge, Lutheran Services passionately believes now is the time to expand and extend our domestic and family violence services.
Acknowledgements

Throughout this document we acknowledge the recurrent government funding received that enables us to care for and support our communities. We also thank the following organisations and government departments for these one-off grants:

Mary and Martha’s Refuge
- Second Chance
- Second Bite
- Nazareth Church
- St John of God, Corinda
- Living Word, Ashmore
- CEO Challenge Partner – Queensland Department of Mines & Natural Resources
- Zephyr Foundation
- Friends with Dignity

Graceville Centre
- Caloundra Stitches Club – Blanket, furniture, crockery, kitchen item and Christmas hamper
- Joyce Mayne – Washing machine
- Sunshine Coast Christian Church – Fridge
- Woolworths – Gift cards
- Najara – Food items
- Coles – Food items
- Patton’s Meats, Kawana – Meals donations for Graceville BBQ
- Community Focus – Christmas baked goods

Intercept
- Caboolture Sports Club – Donation towards YJET student shirts
- Queensland Police Service – Proceeds raised at the Moreton Bay Emergency Services Ball, February 2017 to YARN
- Caboolture APEX Club – Donation to support YJET program providing breakfast and lunch for students each day
- Moreton Bay Regional Council, Strategic Planning Department – Donation for client activities

Bridges Reconnect
- Individual (anonymous) – $2,000 worth of Coles gift cards for clients
- Guest Group – Home furnishings for clients of Bridges Reconnect and Bethania Emergency Relief

Wahroonga
- Queensland Gambling Community Benefit Fund – $23,000 for a bore and market garden for our residents