

# Our Voices



Quarterly Newsletter  
Spring 2021 | Vol 2



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## A Message From Our New General Manager

Welcome to the second edition of Eagleton Ridge's quarterly newsletter – Our Voices.

My name is Alexandra El-Shamy ("Alex") and I am so very excited and proud to be your new General Manager. I started my journey with Eagleton Ridge on 12 July 2021 and I have enjoyed every moment since.

It's been a crazy few months for everyone in NSW, in Australia and indeed the world. The COVID-19 pandemic has impacted on all of us in ways we've never experienced before. But in many respects, this 'slow-down' in our lives has gifted us the opportunity to spend more time with those that we love, doing things we may not have taken the time to do before.

This is very much the case at Eagleton Ridge. We have encouraged everyone, Participants and Staff alike, to think about how they fill their days and to focus on things they enjoy doing. We have had some fantastic examples of this – one of my favourites was the Respite Mini-Olympic Games, which you can read more about later in this newsletter.

You may see some new Eagleton Ridge faces over the coming months. We have been busily recruiting new support workers to grow the skill base and knowledge of our amazing teams, to ensure we continue to provide the best possible services to our Participants.

*"We plan to dedicate more time and energy to communicating with our Participants, their families and carers, our staff and other important people within our community."*



Above: Our new General Manager Alexandra El-Shamy.

It's so important we hear from you with both positive feedback and importantly constructive criticism, so keep an eye out for a survey soon.

As many of you know, our Day Program and various Community Participation support services, were temporarily closed following NSW Health directives in August. As NSW gradually relaxes lockdown restrictions, Eagleton Ridge will look to re-open these services to its Participants. At this stage we are tentatively looking at 1 November 2021 as our 'Freedom Day'.

Of course, Eagleton Ridge is having to address the important, albeit controversial, issue of COVID vaccination. For us however, it is simple. In the best interests of our Participants, staff and greater community, all Eagleton Ridge Participants and staff will need to be fully vaccinated from a date that will be communicated to the respective groups shortly. NB. The above may not apply to people with medical exemptions.

Just like in 2020, Eagleton Ridge will establish and implement COVID Safety Plans for all its properties and services – again, all to ensure the safety of our people.

Well I think you've heard enough from me. It's time I let you get into this newsletter and enjoy reading about our MiniOlympics, getting to know one of our Participants Jason Madden, check out our new vehicles, hear about Belinda's babes, meet one of our most passionate staff members and more.

**"Oh, one more thing, keep an eye out for a Christmas Party 'Save the Date' note. Fingers crossed we can all meet up at The Farm and celebrate what has been another strange but hopefully safe and healthy 2021. "**

Thank you to all who I have met or spoken with to date. I look forward to meeting more of you in the coming months, hopefully at our Christmas party.

**Alexandra El-Shamy, General Manager**

**Quick Read**

- We welcome Felicity Smith, our new Operations Manager. We look forward to hearing more about Felicity in our next issue
- We say farewell to Max Lawrence, our Executive Assistant. We thank Max for his contributions to the business over the past 2 years
- We are excited to announce new uniforms are on their way. The colours reflect our new branding
- We have a new fleet of vehicles
- We look forward to seeing our new signage at the office
- The new website is currently being worked on and we look forward to its upcoming launch

*Below left, Thelma one of our resident goats. Below right: The Farm.*



# Mini-Olympics at Bronzewing Respite

In the spirit of sport and fresh air, Eagleton Ridge recently celebrated its own Respite Olympics!

The Games were held in the backyard of Bronzewing on the lawn and pavers. We picked a great day for it. Some exciting events got the games rolling including:

- Egg & Spoon Race
- Hopscotch
- Target
- Water Balloons
- Bail Catching

*"Our eager competitors were Aggie, Lauren, Jenny and Cheyenne."*

We were lucky to be able to enjoy the some beautiful weather and used chalk to draw hopscotch & target on the ground.

Everyone had a go and had a wonderful time. Nobody had to win as everyone was a winner with lots of fun and laughter on the day.



## Staff member profile Raelene Whitfield

My name is Raelene (I prefer to be called Rae). I have been with Eagleton Ridge as a Team Leader in Unit 2 since June 21.

I absolutely love working up at the Farm as I am a country girl at heart growing up in the Mudgee area. I have felt very welcomed into my new role with Eagleton and am very much enjoying the role.

When not working with my amazing Team and participants, I am usually spending time with my horses. Alongside my children my horses are my world. I spend most of my spare time training my horses for long distance Endurance competitions, a challenging but very rewarding sport that keeps me not only busy but fit.



## Day Program is Back

**Our day program has recommenced as of November 1st. We look forward to seeing new and existing participants joining us for more fun and activities. Call Emily on 0413 156 499 or email [emilyh@eagletonridge.com.au](mailto:emilyh@eagletonridge.com.au)**

## Participant Interview

### Jason

Raelene Whitfield talks to Jason Madden who has lived at Eagleton for two years.

**Raelene: Who would you like to be like?**

Jason: I would like to be like Emily (Hannaford – Eagleton Ridge Group Team Leader) because she is strong & resilient. She gives me hope that I can overcome challenges and succeed in life.

**Raelene: What is the best holiday you have had?**

Jason: The best holiday was a plane trip to Melbourne. I enjoyed it because I got to travel on a plane for the first time. I got a photo with the pilot and got to see the cockpit of the plane.

**Raelene: What goals do you have for your twenties?**

Jason: I would like to train greyhounds like my pop and make pop proud of me.

**Raelene What are your life goals:**

Jason: My biggest goal I would like to achieve in my life is to find a partner, get married and have children. This is very important to me.



Above: Jason Madden

**Raelene: What is your favourite activity:**

Jason: My favourite activity is dog racing. I love to attend the greyhound races because it is something I used to do with my pop when I was a young boy.



## Push-Up Challenge

### Congratulations to Winner David Bell!

A brilliant effort from David Bell who was the winner of our Push Up Challenge with an amazing 2100 Push ups. Congratulations David!



Above left to right: Snapping Jack; Opal the wombat; Alfie as a baby; Alfie all grown up.

## Belinda's Babes

Hi Everyone, I have had lots of babies in care this quarter and some wonderful success stories.

### Snapping Jack!

Jack was a little wombat who had been incorrectly treated and cared for and was bought to Southern Cross Wildlife Care basically ready to die! He was starved, had terrible dermatitis, was dehydrated, constipated, and had severe pneumonia.

Dr Ralph immediately started treatment with him and with trepidation I bought him home for intensive care. After the first couple of weeks, he became healthier, and his hair began to grow back, and he started to look like a little wombat.

*"We called him Snapping Jack as he had a nasty habit of biting us all the time! Not that I blame him as his life had been bad with human contact and I had to do lots of treatments to get him well."*

He terrorised us for quite some time before he was well enough to be sent to a rehabilitation home where he paired up with Alice. They are now BFF's and will be released next year together to go do what wombats do!!

### Little Opal

Opal was an orphaned wombat. Her mother hit by a car and killed. Luckily, Glenda, Dr Ralph's wife came across the dead mum and stopped to check the pouch. Glenda searched the pouch and found little Opal, cold and still but when Glenda got her out and warmed her up, she came alive and came to stay with me until she was big enough to go off to rehabilitation. She is doing well but will not be ready to be released until late next year.

### Little Alfie

Little Alfie was a tiny little thing when he came to us. He was a bush fire baby. After a year he was finally released but still comes home to visit and get a bit of easy tucker!

**Belinda Furlonger, Director**

## What's New?

### New Vehicles

Recently Eagleton Ridge Disability Services decided to upgrade its ageing fleet of vehicles.

Previously our fleet comprised of five different models of vehicle, which meant staff had to adjust constantly in the operation of these five different models. The age of each vehicle in the old fleet was also starting to impact on their reliability.

With this in mind we have now bought eight new vehicles, consisting of two different LDV models. There are now six identical wheelchair vehicles and two identical people movers.

The wheelchair vehicles are more comfortable for our Participants, are equipped with modern safety features and are much safer and easier for staff to operate.



**"The two people movers are more modern and again safer and more comfortable for both Participants and staff."**

Reliability is guaranteed with a long warranty period and 24 hours roadside assist service by Hunter LDV.

**Vince Furlonger, Maintenance and Project Manager**

*Above: One of our new LDV vehicles. Below: Part of our fleet of new vehicles.*



## Events & Excursions

### Christmas Celebrations

Eagleton Ridge will be hosting our annual Christmas Party. All participants and their families are invited to help celebrate another successful year on Friday December 17 from 11.30am to 2pm at the Raymond Terrace Senior Citizens & Community Hall, 17 Irrawang Street Raymond Terrace.

### News from Fighter World

We are pleased to report that Fighter World has embarked on a community amenity project, which will see the addition of two disabled toilets, sickroom, and disabled bathroom with shower facilities at the centre.

## Our Deepest Sympathy

We say goodbye to our very special girl Maddison Lloyd (Maddy). Maddy safely passed away on 29th June 2021. She will be missed by all at Eagleton Ridge. We hold her and her family close to our hearts. Rest in peace Maddy.



*Below: Fighter world, Williamtown*



### Covid has lifted

As Covid restrictions ease we would like to take this opportunity to thank everyone for their patience and support during what was a difficult time. Day Programs had ceased to operate and we were only

able to provide emergency respite. As we begin to expand our services, we will continue to ensure a high level of precautionary Covid practices for our participants and staff.