



Looking up at life from the Downer Camp

Celebrating Carers Week

Parliamentarian Margaret Quirk MLA shares a personal carer story on page 6



Birrlee turns 20

One of Brightwater's aged care communities celebrates its 20th birthday on page 10



From the CEO

Heading into December, I find myself reflecting on the year that's been. And this year, more than most, I've realised that the threads of change and longevity have been crucial to Brightwater's success. While you don't normally associate these words together, it means that our ability to respond to change has led us to where we are today: a strong and sustainable organisation approaching our 118th year of operation.

The past 12 months have seen a fair degree of uncertainty around government funding as well as new regulations introduced, which have kept the spotlight on aged care and disability services in the community. This is a good thing, as it allows organisations like ours to demonstrate how we are embracing change and ensuring that our services remain relevant to the changing needs of our clients.

While there are many positive aspects for us to pursue in the year ahead, I acknowledge that the recent media scrutiny has been challenging. Our industry has been centre stage for all the wrong reasons. Here at Brightwater we are proud of our care and the staff who deliver it, and will keep telling our many good news stories and being transparent about all that we do.

In 2018:



We began a refurbishment program at our aged care sites to provide a lighter, more contemporary feel in our communal spaces for our clients to enjoy with family and friends



We introduced and upgraded our technology – we now have Wi-Fi at all sites, and tablet devices for our Brightwater At Home staff so they can access client information in real time when it matters – in our clients' homes



We introduced new programs and services for clients transitioning to the NDIS to support them to remain connected to their community



We progressed the development of a multigenerational village on the coast in Iluka to fill a growing demand for people who want more lifestyle options at home and nearby



Our research centre is now working with 35 organisations on projects that focus on keeping clients active, socially connected and emotionally well



We launched a new, easy-to-use website which I encourage you to spend some time browsing to discover more about us www.brightwatergroup.com

With the Royal Commission under way, we see more opportunity to provide information that supports positive recommendations to benefit older Australians in the years to come. We also welcome discussions around the ways that governments – state and federal – can support providers to deliver high quality care in terms of funding and regulation.

Without doubt, the strength of Brightwater comes from our 2500 staff and volunteers who work hard to support our clients.

I am thankful indeed to lead an organisation with such committed and caring people. Support for Brightwater comes in many different forms, including our relationships with donors like Downer Group which fund our Getaway Camp – you can see how much of a difference this makes to our clients on page 4. There are many ways you can support Brightwater to make that extra difference to someone's day.

Finally, continuing in the spirit of opportunity, I invite you to share your thoughts on this, our Bright Life newsletter. It has evolved over the past two years, and we're keen to ensure you're receiving a mix of stories that you find valuable, informative and entertaining. You can complete a short survey at the back of the newsletter or online.

On behalf of all of us at Brightwater, my very best wishes to you and your loved ones for a safe and enjoyable Christmas, and a happy new year.

Jennifer Lawrence
Chief Executive Officer



Enjoying the new lounge area at Tinglewood House, Onslow Gardens in Subiaco, are (L to R) resident Jan, CEO Jennifer Lawrence, resident Steve and his wife Sylvia.



Quick-step solution to healthy ageing

Joondalup residents enjoyed the movement and social connectiveness of the pilot research program.

Residents at Brightwater Joondalup have put their best foot forward to participate in a pilot dance study, coordinated by Brightwater and Curtin University.

Over six weeks residents attended hour-long dance sessions tailored to older people living in residential aged care facilities. The aim was to explore how dance could improve the physical and mental wellbeing of older people.

Physiotherapy students, Kellie Reid and Jean Teoh, undertook the study supported by Curtin University supervisors and dance teacher Kim Hughes – also a Brightwater physiotherapist!

The students measured the impact of the program on physical activity, sedentary behaviour, physical function, enjoyment and general perceptions.

Dance teacher Kim said the residents responded really well.

“They simply loved it, and it wasn’t just the dancing they enjoyed. It was the movement combined with the music and the social interaction,” Kim said. “They would reminisce, sing along to the music and really enjoy themselves.”

Curtin University research supervisor, Sharon Parry, explained the program differed from other movement programs as it included specific dance practice like ballet and jazz, as well as group interaction.

“This program was designed so participants could dance standing or sitting. It also didn’t matter whether participants had full cognition or not – they were able to move, follow the music and enjoy the program,” explained Sharon.

“At the end of each session, we joined arms and formed a gratitude circle and thanked each other for participating in the program.”

Sharon said the initial findings, while limited by the length of the program, were positive.

“If you’re feeling energised, happier and more connected, then you feel better overall and you’re more likely to participate in further physical and social activity, which is a positive result,” she said.

Scholarship winners shine

From a coffee club for clients to mental health care training for staff, the recipients of the 2018 Brightwater Scholarship Program have very different projects planned but all share the same purpose – to improve the lives of the people in our care.

This year’s scholarship recipients were announced at the Brightwater annual general meeting held on 14 November:

- Melissa Marsden, Senior Speech Pathologist
- Peggy Lee, Physiotherapist
- Rachel King, Social Worker
- Rebecca Andrews, Senior Social Worker
- Lyn Maitland, High Care Coordinator

Melissa and Peggy were thrilled to have jointly received a Peter Lane Scholarship, awarded in tribute to Peter Lane who had an acquired neurological disability and lived at Brightwater facilities until 2004.

Both Melissa and Peggy work at the Oats Street Brain Rehabilitation Centre and will use the scholarship to set up a community coffee group for clients.

“We want to take clients out to a café to practice their social skills in a supported environment,” explained Melissa. “We want to help facilitate social integration and see if it helps enhance their general wellbeing and independence.”



L to R: Christine Lane, Peggy Lee, Dr Geoff Lane and Melissa Marsden.

Social Worker, Rachel King, received a second Peter Lane Scholarship and will use the funds to consider the effects of self-compassion intervention on people with an acquired brain injury (ABI) undergoing rehabilitation.

Read more page 14...



DOWNER GETAWAY CAMP BRINGS BUCKET LIST DREAMS TO LIFE

Michael has always loved motorbikes but he thought his riding days were over until he heard the throaty sound of engines heading towards Fairbridge.

The 47 year-old grew up surrounded by bush in Wattleup, where he developed a love of the outdoors and especially motorbikes – so much so, he can identify different bikes just by the sound of their engines!

Michael (see following page, with Mark) followed his love of the outdoors into his early career, working at a nursery that supplied plants overseas. But at just 17 years old, he was knocked off his bike and suffered a traumatic brain injury.

Despite his injury, Michael couldn't wait to get back on a bike and, with a helping hand from riders from the Ulysses Club, Australia's biggest social club for motorcyclists over the age of 40, his wish became reality at the annual Downer Getaway Camp.





Michael joined the 20 Brightwater disability clients who took part in the life-changing four-day adventure sponsored by corporate partner, Downer Group, for just one day so he could experience the ride in the sidecar.

Last year the camp activities had a strong sensory theme, with art and craft, dancing, team games and music giving participants the chance to explore and express their creativity.

This year, activities focused around the great outdoors with an exciting program of canoeing, archery, abseiling and team games suitable for clients with stronger physical capabilities.

“It’s tiring but it’s great fun,” said Brightwater’s Coordinator, Volunteer Services, Wendy Delahoy-Bianchi.

“The camp takes people out of their comfort zone. Living in care can be repetitive so it is great to give people the opportunity to break out of their normal routine and enjoy a holiday.”

“Men outnumber women in disability services by three to one so most of our campers are mature-age men with an average age of 48. Many of them enjoy the physical challenge and it is amazing to see their achievements and smiles.

“When people have had an acute traumatic injury, an experience like this can bring a whole new level to their recovery and staff and clients get to see each other in a very different light.

“I will never forget one of our campers, a 48 year-old tradesman, who had suffered a stroke and was learning to walk. He wanted to try the 15-metre abseiling and had a choice of being hoisted to the top in a wheelchair or climbing one stair at a time. It took him over an hour to climb the stairs and when he got to the top he was exhausted...but elated. I will never forget how proud he was at that moment.

“For the new people coming in, word is that camp is an amazing experience. It is also a great opportunity for residents from different sites to expand their social skills and networks.

“The camp is a great experience for the volunteers too and we are very grateful to Downer who have made it possible for the past three years.

“Clients and residents are very open about their experiences and their journey, so the Downer volunteers get to see it all and hear their stories.

“The connections they make personally and emotionally brings many Downer volunteers back year after year.”



Mark and Michael enjoy a special experience.

Mark's marvellous bike

He calls it the “do-good bus” and for many participants, Mark Mackin’s customised motorcycle did plenty of good and provided plenty of fun.

The expanded sidecar carries two people and can be removed to allow wheelchair access, allowing participants to fully enjoy the thrill of the ride.

speaking OUT

for carers

Parliamentarian Margaret Quirk MLA knows first-hand the pressures of caring for loved ones with dementia.

As an official carers' advocate for Alzheimer's WA, she shared her very personal story with around 25 guests at a morning tea held at Brightwater Madeley for Carers Week.

"Carers are so busy caring for their loved ones that they often neglect their own health. It is a stressful role in a situation that is difficult to control," Ms Quirk said.

"If you added up the cost of the services that family carers provide it would cripple the economy but for most people it is a labour of love."

Ms Quirk's parents suffered from dementia and caring for them was a responsibility she shared with her brother.

"Eventually they went into care but, when they lived at home, I'd often get a text because there was some kind of issue and I would have to drop everything and rush home," she added.

"Once my mum ordered a \$1,700 washing machine. We have no idea where she located the credit card or found a phone number for the store.

"When the machine arrived we rang and tried to explain that my mother had dementia but the store said, 'It's installed now so it's too bad.'"

Ms Quirk said the community needed to be much more aware of the disease, and carers could help train businesses how to cater for people with dementia.

"Some businesses like Dome are leading the way," she explained. "They know how important familiar surrounds can be and run staff training sessions to prepare staff for dealing with people with dementia.



Ms Quirk and other carers at the morning tea event.



Carers share experiences and information, and learn from each other, at the get together.

"Eventually programs like that will help build greater level of community appreciation for the issues and the challenges carers face."

Guests at the morning tea enjoyed hearing from Ms Quirk, as well as presentations from Kellie Busher from Carers' WA and Brightwater's Carers Recognition Advisory Group Chair Helen Christopher.



Friends indeed

Dorothea and Margaret have been friends since they met at an Alzheimer WA Education Course in 2014.

Both have loved ones with dementia who are now living in Brightwater facilities – Dorothea’s husband Bill has been at

Madeley for three years, while Margaret’s mum June is at Oxford Gardens in Joondalup.

“I think awareness of mental health issues, Alzheimer’s, dementia and the role of carers has become more understood in recent years,” said Dorothea. “There is a lot of good support available – from Alzheimer’s WA, to Carer’s WA and the staff at Brightwater.”

“Events like this Carers Morning Tea are so valuable because we can find out the latest information about what’s available for carers and other support,” added Margaret.

For more information visit www.carerswa.asn.au



Keeping up with the Joneses

After 67 years of marriage, Joan Jones still has stars in her eyes when she talks about her husband Jo.

Three years ago, when it became clear Jo needed a high level of care, the couple both moved into Brightwater Madeley. Jo is in high care, while Joan lives in a different house.

Although she can’t walk very far, Joan still manages to visit Jo every day, and was delighted to share her story at the Carers Week morning tea.

“The staff are just wonderful,” she said. “Every day they help me, they come and take me in my wheelchair so I can visit and spend time with him.

“It’s a little thing but it means so much to me.”

Would you like to join us?

Do you care for a spouse, parent or child who receives support from Brightwater?

Our Carers Recognition Advisory Group (CRAG) was introduced in 2004 to bring together unpaid carers, carer representatives and health professionals wanting to improve outcomes for those in a caring role and being cared for, and participate in decision making.

Connie, one of our carer representatives, is stepping down after being a CRAG member for three years – providing an opportunity for others to get involved.



“I never ceased to be amazed at the approachability, friendliness and dedication of the leaders,” Connie said. “Rarely are there less than six in a meeting. We all listen, learn and strive to keep Brightwater a top class deliverer of care for the benefit of all.

“Learning something of the management side of Brightwater, which, after all, is what governs the experiences our loved ones (and us) have, has been most interesting. From a supervised shower at home to care when oblivious to the world, all is most important to these people.”

CRAG meetings run on Monday afternoons, three times a year, for around two hours.

Thank you, Connie, for your commitment to the clients, carers and staff of Brightwater.

If you would like to become a part of the CRAG team, contact Janice at Brightwater on 9202 2800 or welcome@brightwatergroup.com.

Dancing to a new beat

Did you know it's been scientifically proven that the human brain **LOVES** music?

Whether it is singing, playing instruments or using musical vibrations to promote relaxation, music helps people to connect in unique ways at all stages of life, and to feel good at the same time.

As part of Brightwater's new Music Pharmacy, we've been dispensing the groove and seeing some terrific outcomes.

Since late September, residents at our Oxford Gardens residential aged care home have been having weekly 'Jam Sessions'. We've also been running a similar class for members of the wider northern suburbs community at the Currambine Community Centre.

The wonderful thing about the 90-minute sessions is that there's no musical talent required, and those with mobility or cognitive issues are also able to enjoy jamming and connecting with the music and those around them.

Everyone is encouraged to hold a percussion instrument and move, shake or tap it to the beat, or just enjoy singing along to familiar songs.

And feedback to date suggests our clients are loving it!

Family members and staff have been quick to share some of the positive changes they've noticed. These include increased engagement with others and a brighter outlook both immediately before and after the sessions, and sometimes even across the whole week.

We've even seen examples of where a healthy dose of music has helped to improve mobility and stability, with one participant feeling so good he left

without the normal walking frame he relies on to get around!

All of this is music to our ears!

Did you know:

Brightwater At Home clients are able to access funds through their Home Care Package for activities such as the Jam Sessions and a special program featuring the Reverie Harp, an instrument that requires no musical talent to play but has proven benefits for people with dementia. If you'd like to learn more about the Music Pharmacy, or to register your interest for 2019, please call the Brightwater At Home North Office on 9400 8700.

why music is good for the mind

- Boosts self-esteem
- Induces relaxation
- Evokes emotion
- Reduces agitation
- Alleviates stress
- Improves sleep

Brightwater



Clint finds upside from accident

Clint Morgan is the first to say volunteering is just as beneficial for him as it is for the Brightwater clients he visits at our Kingsley transition care site each week.

Two years ago, at the age of 33, Clint's life headed on an unexpected trajectory when a bike accident resulted in a spinal cord injury which made him a paraplegic.

After many months of hospitalisation and multiple surgeries, Clint decided to build up his stamina – physically and mentally – by doing volunteer work. He contacted three organisations via the Volunteering WA website and chose Brightwater when he received a prompt and enthusiastic response from Wendy, Coordinator, Volunteer Services.

With a background in scouting, Clint saw the value in community service.

“Volunteering is a productive way for me to spend my time while I transition back to the workforce and investigate some study options,” said Clint, who had worked as a project coordinator for a civil construction company before his accident.

“My volunteer work has been a great use of my time, and I feel really good about giving back to the community.

“Just like the start of any job, the first few weeks as a volunteer was a bit awkward as I learned about my role and built rapport with the residents.”

Clint said he really enjoys volunteering at Kingsley because it is a transition site and he constantly meets new people.

He visits twice a week and catches up with anywhere between three and 13 residents per session.

“I touch base with the staff and find out which residents want to talk, and who might be feeling a bit low,” he explained.

“They might want to talk about footy, the weather, music, religion or their visitors.

“The only thing I try to avoid is politics,” he said. “Most of the volunteers at Kingsley are women, so I find that some



Clint and Therapy Assistant Natasha Centis at Kingsley.

of the men enjoy the opportunity to talk to another man.”

Brightwater Kingsley Service Manager, Judith Styan, said Clint was a highly valued member of the Kingsley team and offered incredible support to clients.

Volunteers feel valued



Would you like to give a little back to the community through volunteering with Brightwater?

Our volunteers make a real difference to clients of all ages and stages of life.

You can volunteer a little time or a lot, and share experiences with others who value your company and care.

Brightwater volunteers say they build friendships, have fun and enjoy a sense of purpose and meaning. Our 2018 volunteer survey found:

- ✓ 96% would recommend volunteering with Brightwater to family and friends
- ✓ 95% of volunteers rated their experience as excellent or good
- ✓ 92% of volunteers said they feel appreciated

To become a volunteer, register an expression of interest on the Volunteering page on the Brightwater website or contact Wendy (above), Coordinator, Volunteer Services: Wendy.Delahoy-Bianchi@brightwatergroup.com T 9202 3545 M 0439 377 952

Birralee celebrates DOUBLE DECADE

Our Innaloo aged care community has just turned 20.

20



L to R: Bev Martin, Roberta 'Robbie' Hotham and Pauline Muley.

Birralee in Innaloo celebrated its 20th anniversary in November, with staff, residents, friends and family coming together to commemorate the milestone.

For Occupational Therapist Bev Martin, and colleagues Roberta Hotham and Pauline Muley who work in the kitchen, the event was a double celebration – as all three clocked up 20 years on the job at Birralee.

The anniversary provided a chance to reflect on their time at the Innaloo home.

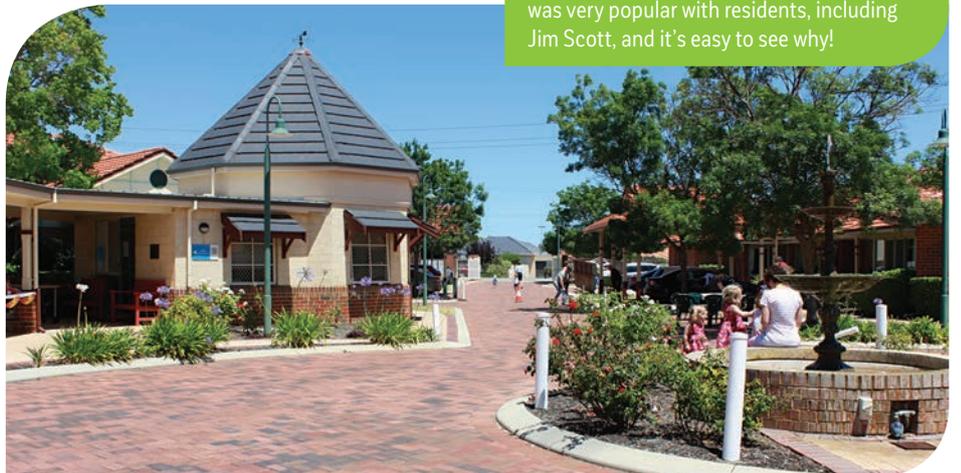
“It was a real adventure coming to Birralee,” Bev said. “All the staff moved here from the larger, older Brightwater sites in Subiaco and Inglewood, so many

of us knew each other but we were all very excited to be part of a brand new facility.

“We were the first Brightwater site to move out, so we became a very close-knit unit because you worked with the same people all the time.



Residents enjoyed a family farm day as part of the birthday festivities. Freckles the dog was very popular with residents, including Jim Scott, and it's easy to see why!





“Twenty years later that really hasn’t changed. The whole site works well as a team and there is a lot of mutual respect.”

Originally, Birralee was a 60-bed high-care residential site with four houses, while now it offers both permanent and transitional care for residents.

“The facility is very different now with 30 permanent residents and 30 transitional care clients who are here for up to 12 weeks. Today, we work very hard to get people home and to help them maximise their potential,” Bev added.

“I love coming to work and being with our residents and staff. We have undergone a lot of change over the years but the fact that people have stayed and still really want to come to work tells the story.”



BEFORE



AFTER

FACELIFT UNDER WAY

Birralee is celebrating its 20th birthday with a stylish makeover in time for the festive season.

The aged care facility is one of the first to undergo a ‘light touch’ refurbishment that will bring a brighter feel to our homes. The bright new look includes fresh paintwork, in cool tones inspired by nature, and new lighting. The communal hallways, lounge and dining areas have contemporary décor and attractive

artwork creating a calm, welcoming space for residents to gather with friends and family.

Outside there is an extra splash of colour in the manicured gardens, enhancements to the entrance of the building and additional signage inside and out.

The light touch refurbishments will be progressively rolled out across Brightwater homes in 2019.

HOW YOUR SUPPORT HELPS ...



Gini and Maureen share a laugh at the Cher concert.

Concert turns back time

When Gini Harrison got word she'd received a helping hand to see a pop idol in concert, she said she felt like she had "swallowed a smile".

That smile kept growing as Gini left her home at Brightwater The Oaks in Waikiki to attend the Cher concert at RAC Arena with support worker Maureen in October.

The outing was made possible through our Life's Possibilities program, which supports people to realise opportunities that may not otherwise be possible.

For Gini that opportunity was to go out, have fun and attend a major concert.

Student Support Worker, Nancy Proctor-Read, helped arrange the funding and support for Gini, including the companionship of support worker Maureen who has formed a strong friendship with Gini.

"By coincidence, I also attended the concert and visited Gini before the show. She was already enjoying herself and soaking up the atmosphere," Nancy said.

"Later, from my seat, I could see she was dancing in her chair and waving her arms to the music."

When asked how she enjoyed the concert, Gini said Cher was still amazing.

She absolutely loved the experience and being able to "bop away to the music."

For Gini the event was more than entertainment, it was a special experience – a chance to socialise, have fun and participate in an event that has created cherished memories.

▶ To donate to Life's Possibilities, see the back page.

Ellison House bowls over competition

For the fifth year running Brightwater's Ellison House topped the scores at the annual Brightwater ten-pin bowling competition.

The competition is a favourite for Brightwater's Holiday and Transport Coordinator, Richard Ayres.

"It doesn't matter what level of ability you have, whether you use a ramp or bowl independently, it is a sport everyone can enjoy," he said.

"It's another great opportunity funded by our Life's Possibilities program that brings so much joy to our clients across all areas of Brightwater."

Ellison House team captain, Anne Beach, scooped the top wheelchair bowler award, narrowly missing overall top individual score, which went to Dean Murray. Catherine Papanastasiou was top aged care bowler, with Michael Marr taking out top ambulant bowler.



Best Ambulant Bowler: Michael Marr



Bowling Champions: Ellison House



Best Aged Care Team: Onslow Gardens



Fairest and Best: Terry Byrnes

The fairest and best award, nominated by staff at the bowling centre, went to Terry Byrnes.

While the winners took out top honours, all 23 teams who competed in the event enjoyed the opportunity to have fun and catch up with old friends.

Elisa masters skills to live, learn and laugh

Moving into community-based supported housing has opened up a whole new world for Elisa Ranalli.



Elisa is now a resident at one of Brightwater's 10 community homes for people with a disability run by Brightwater in the metropolitan area.

She shares a home in a typical suburban street, and Brightwater staff are onsite 24/7 to ensure she has access to assistance when needed, so her safety and wellbeing is maintained.

Elisa also has a personalised program of activities, developed by Brightwater's occupational therapy team to help enhance her personal capacity and fulfilment.

Lauren Sewell, the occupational therapist (OT) charged with assessing Elisa, was confident this approach would benefit her.

"What was clear when I first met Elisa was how much potential there was – she had abilities that she hadn't been given the opportunity to use," said Lauren.

The 50 year-old, who has a history of chronic paranoid schizophrenia and a diagnosed acquired brain injury, had spent most of her life in traditional acute mental health care settings. In these environments she was given little opportunity or encouragement to develop her independence.

Elisa was supported with a rehabilitation plan detailing her personal goals. The plan was carried out by disability support staff working onsite, a trained therapy assistant, also known as a 'leisure buddy', who she spends time with once a week, and her OT.

"I'm happy here. It's much better," Elisa said. "My favourite activity is dance but I also really like going to Selby [for a weekly art class]."

"I even made a really good beef stew last week for everyone."

For Elisa, the goal-setting process has allowed her to work towards greater independence with daily living activities such as cooking, cleaning, shopping and community access – all within a program that considers her concerning and challenging behaviours.

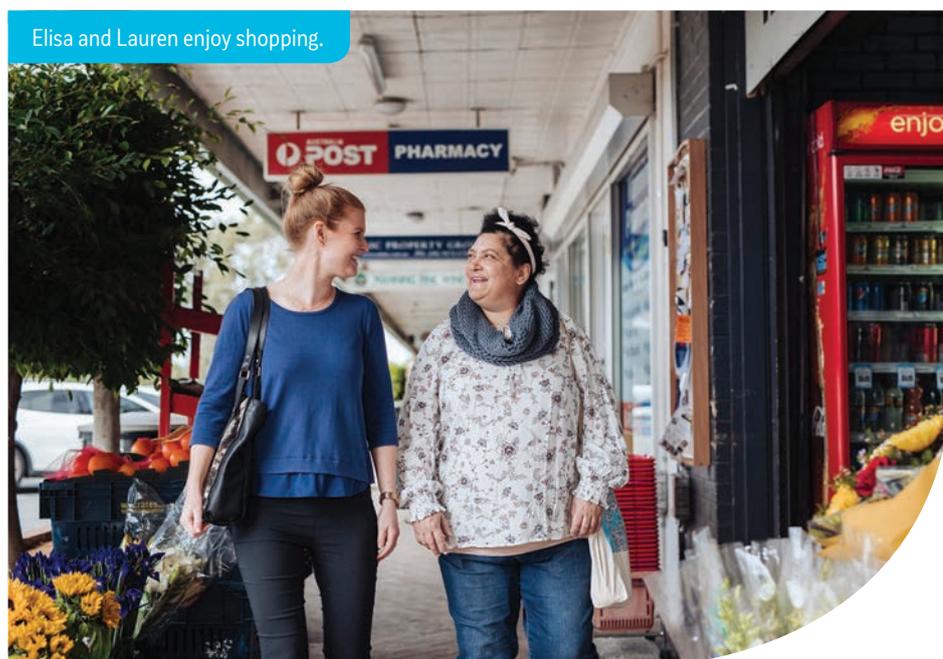
One of the challenges, according to Lauren, has been in helping Elisa overcome the belief she can't or isn't allowed to do things for herself.

"Our focus has been on empowering her to take control over her own life, while also still ensuring her safety. And we've seen big gains in a relatively short time," Lauren said.

Lauren believes Elisa's independence is only just getting started.

Ultimately, the Brightwater team hopes to move to a more distant style of supervision for home-based tasks and focus on building skills in other areas, like catching public transport.

"What Elisa needed was for someone to nurture her potential, and that's what we're doing," Lauren added.



Elisa and Lauren enjoy shopping.

Great time to share

Brightwater is pleased to introduce Anne – a friendly new face leading our fundraising program.



As Brightwater's Fundraising Manager, Anne Smith is looking at new ways Brightwater can give and receive. She's establishing new fundraising projects and programs, which will be rolled out over the coming months.

Your donations will support our Life's Possibilities program (see page 12). And businesses can provide support in a range of ways, such as the Downer Getaway Camp (see pages 4-5).

There are several ways you can support Brightwater:



Make a regular donation



Become a corporate partner or sponsor



Make a gift in your will



Make a donation in memory of someone



Become a volunteer

As a not-for-profit organisation Brightwater relies on the generous support of the community to provide additional funding to help clients enjoy life's possibilities.

And with Christmas around the corner, there's a way you can support someone to achieve something they didn't think would be possible – see the back page for more details, and to complete our donation form.

Scholarship winners shine

From page 3

"I want to examine whether intervention centred on self-compassion will improve perception of self-worth and the quality of life of clients with an ABI," Rachel said.

Recipients of the Don Hutchison Scholarship, Rebecca and Lyn, will direct their joint scholarship work toward increasing staff confidence and skills specifically in the area of mental health.

The pair received the scholarship, which is awarded in memory of Don Hutchison who served on the Brightwater Board for 25 years; the final 13 as Chairman.

Rebecca and Lyn identified a gap in knowledge and training to support high-risk clients living with both mental health issues and neurological disorders. They plan to develop diagnostic tools and training for staff to better identify changes in mental health wellbeing and to support and manage those changes.

All five recipients receive funding to support their scholarship projects over the next 12 months.



L to R: Lyn Maitland, Judi and Helen Hutchison (Don Hutchison's daughters) and Rebecca Andrews.



Reader survey – do you like what you've read so far?

We'd love you to tell us what you think of our newsletter, so we can keep it relevant for you.

How often do you read Bright Life?

- Every issue Some issues Rarely

How do you rate the frequency (quarterly)?

- Too much Just right Not enough

How do you rate Bright Life overall?

- Very Poor Poor Average
 Good Excellent

How do you rate the relevance of articles to you?

- Very Poor Poor Average
 Good Excellent

How would you like to receive Bright Life?

- Hard copy Email / Online

What stories do you read?

- Everything CEO message
 Aged care Disability services
 Research Fundraising / Sponsorships
 Business updates Staff / Volunteer profiles

What stories would you like more of?

- Everything Disability services
 Aged care Fundraising / Sponsorships
 Research Staff / Volunteer profiles
 CEO message New programs / Services

I am a:

- Client/Resident Primary carer Other family member Volunteer
 Government stakeholder Industry stakeholder Other (please list) _____

Other comments or suggestions _____

Please update my details

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Email _____

Thank you for your time! Please:

- Complete your responses, detach the page and return it in the enclosed reply paid envelope
 Go online at www.surveymonkey.com/r/brightlifereadership to complete the survey electronically



The spirit of giving

If you would like to give something special this festive season, why not consider Brightwater's Life's Possibilities program.



You can make a donation by:

-  Completing the form below and returning it in the enclosed reply paid envelope
-  Jumping online at www.brightwatergroup.com and clicking Support Us on the home page
-  Calling Anne on 9202 2820 to make a donation over the phone



Would you like to speak to Anne about a special gift?
Give her a call on 9202 2820.

We thank you for your kindness and generosity at this time of year.

Bright Life is published quarterly.
Ideas and comments can be directed to:
(08) 9202 2874
marketingcommunications@brightwatergroup.com



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Yes please! I would like to support Life's Possibilities

You can make a donation by phoning Anne Smith on 9202 2820 or complete this form and fax or mail it (details above)

If you would like a tax receipt, please complete the form below and return it in the reply paid envelope

Title First name(s)
Surname
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Thank you for your generosity!

I would like to make a donation today of:

\$500 \$250 \$150 \$50 \$20 or (my own choice) \$

Please debit my **VISA** 

Card number

Card holder's name expiry date

Signature

or I enclose my cheque/money order (payable to Brightwater Care Group)

Donations over \$2 are tax deductible