



Message from CEO – *Carol Allen*



At Blue Cross, we are constantly working to improve our services. This commitment has been recognised by the Accreditation Standards Agency, who over the last 14 months have undertaken 18 accreditation visits, awarding us three years accreditation for all 18 residences. This remarkable result could never have been achieved without the hard work and support of every staff member.

Established by the Australian Government, accreditation verifies that aged care residences provide quality care and services. All residences must be accredited in order to receive funding from the Australian Government through residential care subsidies.

Accreditation is not a one-off event. Once an aged care residence is accredited, it is required to maintain ongoing compliance with the legislated standards and undertake continuous improvement. Each residence receives at least one unannounced visit each year.

The assessors were glowing in their feedback, complimenting all our systems and processes. They particularly mentioned how many staff members could give examples of Person Centred Care, and that everyone demonstrated the aspiration to be as good as they can be. They also found that staff members felt that the STARFish Principles enhanced their accountability and responsibility and made them feel valued.

One of the assessors, said that so often you see a vision or principle stuck on the wall and that is all they are, just pieces of paper. But at Blue Cross, everyone takes it seriously and they are implemented with staff feeling empowered to put the residents first.

They also saw STARFish reflected in the Leisure & Lifestyle program,

commenting on the friendly and supportive way that staff worked with and supported all residents; catering to their individual needs.

Blue Cross is indeed very privileged to have such a great team of people working to ensure that we change the way that aged care is delivered.

The Board endorses my very grateful thanks, which must also go especially to General Manager Catherine Morley-Nelson, Janet Lang and the Operational Support and Improvement Team, the Quality Support Managers, Residence Managers and of course our wonderful staff for all they have done over the last 14 months.

I feel very honoured to have so many dedicated and caring people working for Blue Cross. Thank you all!



RESIDENCE PROFILE



ASHBY

Blue Cross Ashby provides low-level care for 58 permanent and several respite clients in a relaxed, environment.

Every room at Ashby has views of our gardens and extensive walkways. The single-level residence also boasts a themed respite room – the “Queensland Retreat” – for short stays, and

our Independent Exercise Trail encourages getting active.

Life at Ashby is never boring thanks to a diverse program of events, shopping trips, and a weekly musical production. There’s also our mascot, a King Charles Cavalier.

We welcome your enquiry and look forward to showing you what makes Ashby the community you have been looking for. Watch out for our TV advertisements on Channel 9 in December to catch a glimpse of Ashby.

Willowmeade grand opening

Blue Cross is proud to announce the grand opening of our brand new residence, Willowmeade in Kilmore.

The open days were a huge success with over 500 people from the local community and nearby areas dropping by to have a look around.

Everyone was extremely impressed with the state-of-the-art residence, and new residents are settling in very happily, thanks to the successful recruitment of high-calibre staff.

Proportionally, regional Victoria has an older population than Melbourne and Willowmeade is our second rural residence. It provides a full range of services, including high-care, low-care,

and dementia specific care. We can also provide access to respite care, which is a crucial requirement in this region.

STAFF PROFILE



Gael Traa

For the past two and a half years, Gael Traa has been Blue Cross’ extremely valuable and skilful Business Improvement Manager.

Gael has previously worked in acute health and with a range of other Aged Care providers, bringing over 25 years experience and expertise to her position. She’s a Registered Nurse Division One and has a diverse educational background, impressively

attaining two Graduate Diplomas at University. During her studies, Gael developed a passion for various IT subjects – her favourite being Excel – which she applied in her management position in the Information Technology Division of an acute hospital.

Gael’s current position sees her developing new spreadsheet concepts across many departments of Blue Cross, allowing data to be efficiently collected and

collated. This provides an invaluable analysis of trends, ensuring Blue Cross is continuously improving and moving forward.

Gael is a Rotarian and supporter of StarBright Learning Exchange, a not-for-profit aid organization, which has been highlighted in previous newsletters. A creative soul, she makes her own jewellery, writes poetry whenever she can, and has recently developed a strong passion for photography.

Community Care *Spotlight*

Increasingly, more and more people – through age, disability or other reasons – prefer to stay in their own home and community, rather than enter residential care.

Blue Cross recognises that to do so, these people need support and care, either on a temporary or permanent basis.

And because Blue Cross Community Care is committed to being the number one, we're growing

our services to meet the growing demand.

To support this action, Julie Maya has taken on the role of General Manager Business Relations, focusing on identifying new opportunities, and helping match our services with new clients.

In addition, Michelle Plane has joined Blue Cross as General Manager Community Care Operations to ensure the delivery of high quality services.

While we provide case managed services to best meet the care needs of our clients and their family, we also make sure that we consider the entire needs of that person.

For example, we recognize that health is not just about physical wellbeing, but that people need social interaction and activity in order to have a fulfilled and enriched life at any age.

Our service respects this holistic approach, and works

with the client, their family and other supports within their community to maintain ongoing interaction.

As such, clients do not have to be case managed by the aged care team – we can organize and provide planned and co-ordinated care on a private fee that's tailored to meet individual or group needs.

For more information, please call Julie Maya on 9828 1253 or our free advice line on 1300 786 857



Blue Cross Riverlea overall winners – Dancing with the Stars.

Dancing with the *stars*

At Blue Cross Community and Residential Services, we pride ourselves on providing high quality holistic care that makes a real difference to the lives of our clients, residents and staff.

Recently, we enjoyed our 2nd annual Blue Cross extravaganza, Dancing with the Stars. The Blue Cross Olympics was so much fun last year, we decided to incorporate an extravaganza as part of our yearly calendar of activities.

Preparation for the event has become an integral part of our innovative Leisure and Lifestyle Program, which encourages physical and social activity as well as

providing loads of fun for our community clients, residents and staff. With 12 months to get ready, preparations included holding afternoon tea dances to work on dance routines, making or sourcing costumes and table settings.

The end result was a huge success, attended by around 600 people, including Blue Cross staff, residents, their families, friends and supporters. We enjoyed some dazzling performances from residents and staff and also by professional dancers. Feedback has been overwhelmingly positive, with the son of one resident even writing to express his appreciation that "the event did so much to boost the esteem and energy of the residents involved." Another

wrote to thank us for giving him the opportunity to enjoy a dance with his mum for the first time in many years. Our staff also relished the chance to kick up their heels and share some fun time with residents and supporters.

We are extremely proud of such great results from our yearly events. We want residents to look forward to every day, have lots to do and most importantly, just have a bit of fun.

It all goes towards helping us achieve our aim of changing the way aged care is delivered.

We thank all our staff who have embraced our STARFish principles of "being there" and really "making someone's day".

Our residences are located at:



Anglesea
5 Weir Street
Anglesea, VIC 3230
Ph: 5263 9300



Ashby
25-31 Ashford Street
Lower Templestowe
VIC 3107
Ph: 9852 0967



Autumdale
13 Eagland Road
Cheltenham
VIC 3192
Ph: 9583 7622



Broughtonlea
9-17 Broughton Road
Surrey Hills, VIC 3127
Ph: 9856 0999



Clevedon Terrace
405 Upper
Heidelberg Rd
Heidelberg, VIC 3084
Ph: 9458 4619



Crethaven
1A The Avenue
E. Malvern, VIC 3145
Ph: 9573 4100



Darnlee
33 Lansell Road
Toorak, VIC 3142
Ph: 9804 7125



Gardenia
87 Argyle Avenue
Chelsea, VIC 3196
Ph: 9776 0799



Glengowie
54 Box Forest Road
Glenroy, VIC 3046
Ph: 9358 4600



Hansworth
181 Hansworth Street
Mulgrave, VIC 3170
Ph: 8558 7500



Highgrove
79 Stevenson Street
Kew, VIC 3101
Ph: 9853 3570



Livingstone Gardens
39 Livingstone Road
Vermont South
VIC 3133
Ph: 9803 9111



Monterey
858 Pascoe Vale Rd
Glenroy, VIC 3046
Ph: 9304 5400



Riverlea
57 Intervale Drive
Avondale Heights
VIC 3034
Ph: 9325 4733



Silverwood
105 Porter Street
Templestowe
VIC 3106
Ph: 8846 4200



Springfield
40 Dorking Road
Box Hill, VIC 3128
Ph: 9898 9211



Tarralla
9 Jackson Street
Croydon, VIC 3136
Ph: 9726 2500



The Boulevard
70 Heaths Court
Mill Park, VIC 3082
Ph: 9407 3200



Waterdale
250 Waterdale Road
Ivanhoe, VIC 3079
Ph: 9497 3166



Western Gardens
40 Anderson Road
Sunshine, VIC 3020
Ph: 8311 8888



Willowmeade
70 Kilmore-Lancefield
Road, Kilmore
VIC 3764
Ph: 5734 3400



Yarralee
48 Sackville Street
Kew, VIC 3101
Ph: 9816 9055