

Autumn 2013

Out of the Blue

2013 Dare to Dream



Message from the CEO



Carol Allen

Dare to Dream

Welcome to 2013 – the year that we Dare to Dream!

In choosing the slogan for 2013, we looked for a message that would inspire and encourage people to innovate and reach for the stars.

This year we are asking staff and residents to 'Dare to Dream' – to maybe do something that they have always wanted to do or to think outside the box for new solutions or ways to do things. Whatever it is, Dare to Dream is about not limiting oneself, it's about achieving your goals and believing anything's possible!

One of our goals for this year is organisational growth, and we are certainly set for an exciting year in that regard. As well as renovations and extensions that are already underway, we will commence the build on our new residence BlueCross Livingstone Gardens in Vermont.

STARConnect

This growth in our residential services is supported by the STARConnect Project. This project comprises six initiatives that will improve efficiency, operations and communications across BlueCross. We're implementing new client management software, new rostering software as well as an asset management program and intranet.

All these programs will ensure we're best placed to positively manage our growth and achieve our goals for 2013.



Introducing the new BlueCross residence – Scotchman's Creek

Renovating our Residences

Renovations at our Lower Templestowe residence, BlueCross Ashby, are progressing well and are due to be completed in late 2013. The addition of 18 rooms will enable us to offer high care 'Ageing in Place' – the unique opportunity to live in one place although care needs may increase.

The much anticipated reopening of BlueCross Highgrove in Kew is scheduled for mid 2013. This residence is being completely internally rebuilt to provide 48 low care places and extra services with Ageing in Place. We are pleased to be able to offer a choice of boutique single rooms with ensuites or apartment-style accommodation to provide that touch of elegance and luxury for our residents.



Artist's impression of Highgrove

Welcome Scotchman's Creek!

BlueCross is now the proud owner and operator of the highly-regarded Scotchman's Creek Aged Care Residence in Mount Waverley.

Set amidst almost five acres of parkland and gardens, this residence is home to 134 people. Scotchman's Creek provides both high care and low care, as well as a specific dementia specific wing and respite. It is a fantastic fit with the BlueCross values and our philosophy of allowing for ageing in place wherever possible.

We would like to extend a warm welcome to all the residents and staff of Scotchman's Creek. We are very pleased to be working with you to provide an exceptional level of care, and an engaging lifestyle program that reflects our STARFish Principles and enriches lives.

Thank you to everyone who has helped to make this transition a smooth one, we certainly appreciate your support.

Carol Allen

enriching lives



Yarralee's cultural extravaganzas

Oh, what a great time I had – I felt like I was in China! Thank you for organising.”

– Joanna Barrett

Joanna is a 99 year old resident who is still well and truly the life of our parties!

Motivated by the phenomenal success and the excellent feedback of the BlueCross Extravaganza in October, Yarralee have decided to celebrate 'mini extravaganzas' each month with a focus on different cultures.

Beginning in November, Diwali (an Indian festival of lights) kick-started the cultural mini extravaganzas that are now a part of Yarralee's monthly calendar. These celebrations give our residents and staff an opportunity to experience other cultures.

On Australia Day, we celebrated Australian culture and in February we rang in the Chinese New Year.

The mini extravaganzas are planned to meet the needs of many and in the lead up to the main event, we run related activities for the residents, such as making decorations during the craft sessions.

Everyone pitches in with the activities and main event, which highlights the STARFish Principles in action!



Celebrating Diwali



G'day Mate!



Happy Chinese New Year!

Staff profile - Introducing Edward Xuereb



Edward Xuereb is the Regional Manager for the west. He oversees the operations of five residences and provides support to the residential managers. Here, he shares some highlights of his time with BlueCross and his goals for the future.

Edward joined BlueCross in late 2010 having worked in the aged care industry for more than 10 years in a variety of roles. He began his career in hospitality

management and, after working in the mainstream sector, Edward moved into the health sector, to work in public and private hospitals.

Edward says the best part of working for BlueCross is the people. "It is a great organisation that gives me the opportunity to succeed and contribute to BlueCross' success!"

"The highlight of my time here so far has been the Extravaganzas and getting to celebrate the year with residents, clients and other staff." Edward also received a prestigious STARFish Award at our last Leadership Forum. On his award, Edward says, "I was part of the new regional structure and there were challenges in that, so it meant a lot that my contribution and dedication were recognised".

For the next six months, Edward will be seconded to the Rostering Project as we test and pilot our new rostering software for the residences. It was identified that this project required the support and insight of someone who intimately understands the residential environment as well as the operations of the residential business unit. For this reason, Edward will support the Project Manager and General Manager – Residential in ensuring this project meets key milestones and is rolled out carefully, sensitively and accurately. An Acting Regional Manager will be appointed to ensure the Western Region continues to be suitably supported.

Spotlight on *Care* at Home

Providing support and care to our Veterans.

With Anzac Day on 25 April, we turn the spotlight on our Veterans' Home Care program and the support we can provide to those who served our country.

Anzac Day is a day that is special to all Australians; it is the day we commemorate the landing of Australian and New Zealand troops at Gallipoli on 25 April 1915 and remember all our veterans who served our country in war. We recognise those who made the ultimate sacrifice to defend our country and fought for the rights and privileges we have today.

For those who returned home, there are a number of services and supports available – one of which is the Commonwealth Department of Veterans' Affairs, Veterans' Home Care program.

This program is designed to assist veterans and war widows who wish to continue living at home safely and independently with aged care services.

BlueCross Care at Home is pleased to be a provider of these services and offer Veterans' Home Care to the Melbourne community.

Our aim is to support clients to maintain optimal health, wellbeing and independence. This is done by providing domestic assistance, personal care, nursing care and respite either in their own home or in one of our aged care residences.

Eligibility for the Veterans' Home Care program is determined by the Department of Veterans' Affairs and requires that the client hold a Gold Card (or White Card under certain circumstances). You may need to be referred by your doctor or local hospital or approved veterans assessment service.

"The spirit of ANZAC, with its human qualities of courage, mateship, and sacrifice, continues to have meaning and relevance for our sense of national identity."

For more information on Anzac Day or how to obtain a Gold Card, please visit the Department of Veterans' Affairs website www.dva.gov.au

To find out how BlueCross Care at Home can help you, contact us on 1300 786 857.



Your home, your choice, our care

We know that many people want to maintain living independently at home, so BlueCross Care at Home provides support to individuals and families to help them achieve this.

Your home

A BlueCross carer comes into your home and provides the specialised care required.

Your choice

We work closely with our clients and their families to match people with a suitably qualified carer to tailor an individual program that is responsive to specific physical, medical, cultural and social needs.

Our care

Whether care is needed for one hour a week or 24 hours a day, BlueCross Care at Home will be there, at your place, or one of ours, right across Melbourne - that's the BlueCross *advantage*.

For more information on Care at Home services, please contact us on 1300 786 857.

Dementia Research Program with Deakin University

BlueCross Yarralee is participating in a research program entitled "Staff as Change Agents: Enhancing and Sustaining Mental Health in Aged Care". The program is headed by Professor Marita McCabe, an Alfred Deakin Professor of Psychology, and aims to enhance the management of depression and behavioural and psychological symptoms of dementia (BPSD) among older adults in residential care. This is achieved by improving staff skills through training and the development of sustainable mental health protocols.

The research focus is on the key role that staff play in the detection, assessment and ongoing management of mental health disorders among residents. Evidence from previous studies demonstrates that training can enhance staff competencies and efficiency, which in turn can lead to reduced medical costs and a decreased need for care.

"Enhancing and Sustaining Mental Health in Aged Care"

BlueCross Yarralee had 15 staff participate in weekly sessions for three weeks and a fourth session was presented approximately four weeks later. Staff were asked to use the information and assessment tools provided when working with particular residents with BPSD concerns and to report progress.

A number of key outcomes were noted, including staff working more cohesively to develop strategies to support each resident and improved outcomes for those individuals. There was also an increase in staff moral and motivation in being better able to meet individual residents' needs.

The second phase of the research will involve residential senior management and care staff to join in a Randomised Control Trial (RCT) to help determine the impact and effectiveness of the program.

Happy Birthday BlueCross
 – celebrating 20 years
 of providing aged care
 services to Victorians

Extravaganza 2013 Update

Planning is now underway for the 2013 Extravaganza. The date is set, the theme locked in and the venue booked. This year's Extravaganza is going to be spectacular!

We don't want to give too much away but our planning committee have got yet another fantastic Extravaganza lined up for our residents.

The theme this year is Happy Birthday BlueCross, to celebrate our 20th birthday. There will be entertainment, food and wine, fun competitions, birthday presents, singing, dancing and much more.

Further details to come in the Winter Edition of Out of the Blue.

This much-anticipated event would not be possible without the support of our generous sponsors each year.

Thank you to our 2012 Gold Sponsors:



BlueCross Events

Each year we have a number of events and celebrations for staff and residents. This year is off to a great start with our 97+ Birthday Party and upcoming Staff Conference.

97+ Birthday Party

On March 13, we celebrated the birthdays of our residents who are aged 97 years or more at BlueCross Broughtonlea.

Residents, their families, staff and senior management all enjoyed an afternoon tea and entertainment as we acknowledged the milestones reached by our guests of honour.

We are compiling a special photographic book featuring our 97+ residents as a keepsake for them and their families.

Photos to come in the Winter Edition of Out of the Blue.

Upcoming Staff Conference

In May, we will be hosting our annual staff conference. The theme for this year's conference is 'Make Their Day' and we'll be focusing on what we can do to enrich the lives and wellbeing of each of our residents every day.

The hilarious Rachel Berger will be MCing the event and Khoo Do – award-winning film-maker and 2005 Young Australian of the Year – will be our keynote speaker to inspire us.

We will also be announcing the STARFish Award Winners and recognising those who have reached Years of Service milestones.

Photos to come next edition.



Introducing Medirest catering services

"enhancing our hospitality services for all residents"

We are pleased to announce that, following a thorough tender process, Medirest was successful in securing our catering services contract for all our residences.

Medirest is the largest provider of support services to the Senior Living sector in Australia, servicing over 6700 beds across 76 facilities nationally.

Medirest have been providing Senior Living Services in Victoria for the past eight years with multiple long-term contracts retained in Aged Care. They provide catering services to 27 locations and 2100 residents in Victoria.

From a size and scale perspective, BlueCross can benefit from a company this size in regards to their innovation and training. And we believe that they will further enhance our hospitality services for all residents.

Medirest's current contracted services footprint in Victoria mirrors our residence locations. They have a well-established senior management structure that supports their operational team. Their geographical base and structure will also assist with the delivery of services to BlueCross residences.

Medirest has a superior quality system in place, holding more ISO Accreditation Certificates than any other tenderer. Further, Medirest has an established cultural program and a continuous improvement model that is an excellent fit with the BlueCross STARFish Principles and our values.

BlueCross began the roll out of Medirest catering services to our residences in March 2013.

We sincerely thank BlueCross in-house catering and Vision for the excellent service they provided over the past few years. And we warmly welcome Medirest.

For all BlueCross enquiries call **1300 133 414**
www.bluecross.com.au



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