

Autumn 2014

Out of the Blue

2014 Innovate for Excellence



Message from the CEO



Carol Allen

Positive change is in the air for aged care.

I have been presenting at forums on the Consumer Directed Care (CDC) reforms. These reforms are being introduced to give consumers greater knowledge and choice regarding the services they receive.

We at BlueCross are excited about these changes as it extends our existing culture of person-centred care. For years, we have been recognising the individual capability of each of our clients and encouraging them to participate in decision-making.

For home care, CDC means greater planning with the consumer to deliver services that help achieve goals and greater choice in who provides services. All new home care packages are required to be delivered under the CDC reforms and existing packages must convert to CDC by July 2015.

BlueCross staff engagement survey – the results are in!

In August last year, we conducted a staff engagement survey as part of our commitment to providing the best possible workplace. Thank you to all staff who participated in this process, our return rate was well above the industry averages and so were the results!



Set near the beach in Chelsea is our newest residence, the grand BlueCross Chelsea Manor

The staff engagement survey results revealed that the number of employees who were engaged when they came into work was 20% higher than our industry's average. Better yet, an amazing 76% of respondents believe that BlueCross is truly a 'great place to work'.

We will be using the results to maintain and improve the work environment we provide our employees.

Development update for BlueCross Livingstone Gardens, Vermont South

We are pleased with construction progress of the BlueCross Livingstone Gardens development as we approach the halfway mark. The concrete shell is now up to level three (the top level) and services installation in the basement area has commenced.



Welcome BlueCross Chelsea Manor

On Monday 17 February 2014, we welcomed Chelsea Manor into the BlueCross family. Set amidst landscaped gardens, this grand residence offers 70 low care places, including a secure dementia care wing and respite places, to help meet the growing demand for BlueCross care in the bayside area.



Paul Sinclair, previously Residence Manager BlueCross Gardenia, has taken on the role of Residence Manager for BlueCross Chelsea Manor. Paul has been focussing on the wellbeing of the residents by working with staff to introduce BlueCross care models while ensuring continuity of care.

BlueCross Chelsea Manor has already embraced the BlueCross culture with staff and residents incorporating the STARfish Principles into everything they have been doing.

Carol Allen



Our 97+ parties



Each year we gather our residents and Care at Home clients who are aged 97 years and over for a special birthday celebration. With residents ranging from 97 to 107 years of age, birthdays were celebrated in style with champagne, afternoon tea and, of course, cake.

Two parties were held this year to accommodate all our 97+ residents and clients. The first was held at BlueCross The Boulevard in Mill Park on Tuesday 18 March followed by another event at BlueCross Broughtonlea in Surrey Hills on Thursday 20 March.

BlueCross CEO, Carol Allen said, 'It gives me a great joy to see our residents and clients with their families at events such as these.'

Carol, resident Margaret McKinnon and her daughter-in-law, Jane, were interviewed on the day by Aged Care Online. To see the interviews in full visit: www.agedcareonline.com.au/2014/03/BlueCross-celebrates-its-oldest-residents



Regional management team grows to better support residences

BlueCross is excited to introduce Wendy Calder to our team of Regional Managers. Wendy has joined BlueCross because the Residential Management team has recently been realigned into five regions to better support the residences and workload balance.

Under the new structure, Regional Managers will each look after four to five residences. Wendy will be overseeing the South Region, incorporating BlueCross Gardenia, Chelsea Manor, Karinya Grove, Autumdale and Hansworth.

The North Region will be supported by Lulu Richer; the Central Region will be supported by Edward Xuereb; the East Region will be supported by Helen Sketcher, and; the West Region will be supported by Bridget Howes.

BlueCross General Manager Residential, Verity Leith said, 'This change is necessary to support our growth and enable Residential Managers to take on projects to deliver improved practices and innovations.'

Spotlight on *Care at Home*

BlueCross values our connections with the community and the local groups that are important to our senior citizens. Through developing positive, sustainable relationships with community groups and clients, we are working to achieve greater community engagement.

Care at Home encourages our clients and residents to stay active within their community and we work with them to support and enable this.

This year, we are focused on increasing our commitment to community integration and exploring what we can achieve together with other community-based groups.

As part of this initiative, Care at Home is excited to introduce a new position within our team – Community Liaison Manager. This role was developed in response to the growth of BlueCross and to better support and promote our services.

Karen Allen is the Community Liaison Manager and has begun to promote awareness of BlueCross services to community groups as well as clients.



Through visits and presentations, Karen is forming relationships with community groups and establishing vital links to these networks and the people within them.

There is a lot of power in partnerships. The more we can build our connections with groups of importance to our clients, the better our services will be.

If you are part of a community group and interested in hearing about a BlueCross presentation, please contact Karen on 0417 928 341 or karena@bluecross.com.au.

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.

For more information on Care at Home services, please contact us on 1300 133 414.

Introducing STARLife

The STARLife project has been developed to provide best practice in dementia care. This project is the result of the research conducted with the National Ageing Research Institute (NARI) on improving the quality of life for people living with dementia.

The project teams are focussing on:

- Mapping care pathways
- Establishing internal BlueCross dementia care experts
- Designing dementia-friendly environments
- Establishing a new model of internal day care
- Developing dementia education in partnership with Alzheimer's Australia
- Creating opportunities for engagement and fulfilment
- Working with people living with dementia and their families

BlueCross is looking to trial the innovations from the STARLife program in a number of residences to develop a model of excellence moving forwards.

'We are identifying best practice for people living with dementia and their families at BlueCross,' says BlueCross Regional Manager Bridget Howes.

'The focus of this will all be on improving the quality of life for people living with dementia.'

Courtyard Sanctuary Opens

Residents of BlueCross Broughtonlea in Surrey Hills were proud to reveal their renovated courtyard on Monday 31 March at a special opening event.

The courtyard was designed for residents to showcase artwork they created through an art therapy program at BlueCross Broughtonlea.

Residence Manager, Susan Bowditch, said, 'I am blown away by the quality of the artwork from our residents. Their amazing work brings the courtyard to life.'

The residents who contributed to the courtyard are pleased to have a sanctuary to enjoy with their families and friends.

BlueCross Broughtonlea Leisure & Lifestyle Coordinator, Keirson Whelan said, 'We wanted to create an environment for residents to enjoy and encourage them to connect with each other and participate in the program.'

Residents of BlueCross Broughtonlea find art therapy sessions to be beneficial in building fine motor skills, improving cognitive processes and providing a social setting for people to meet and share their stories.



Having fun is about enjoying life to the fullest and making the best of each moment!

Having Fun at BlueCross' Extravaganza and Staff Conference

As announced in our previous edition of Out of the Blue, this year's Staff Conference is based on our STARFish Principle – Have Fun!

The Staff Conference is used as a forum to promote our STARFish Principles and demonstrate how we can adopt these in our everyday work practices. By focussing on employee wellbeing as well as provision of care, we strive to provide a healthy and happy workplace for everyone.

In the theme of Have Fun, special guest speaker, Dr Helena Popovic, will be inspiring us to 'Come alive and thrive'. Helena is a specialist in how to improve brain function so will also be speaking on how to 'Boost your Brain'.

Our MC for the day is Dr Sally Cockburn, also known as 'Dr Feelgood'. Sally hosts her own Sunday Night talk-back program Talking Health on Melbourne's 3AW radio station, and is an advocate for open discussion and good education about all aspects of health.

Having Fun is a spirit, it is more than just fun, it is an invitation to light-heartedness and a state of mind that brings energy and sparks creativity.

We plan to run a panel with current residents to seek their insights on how everyone can 'have fun' at BlueCross.

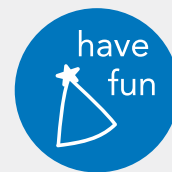
Plus we will announce our STARFish and long service awards, discuss innovations and much more.



Dr Helena Popovic



Dr Sally Cockburn



BlueCross STARriders join the Melbourne Ride to Conquer Cancer

This year, BlueCross has entered a team of seven into the Melbourne Ride to Conquer Cancer fundraising event. All money raised for the event will be donated to the Peter MacCallum Cancer Centre, the only public hospital in Australia solely dedicated to cancer.

Held on 25–26 October 2014, this bike ride is a two day 200 km return journey from Melbourne to the Mornington Peninsula. The BlueCross team is hoping to raise \$17,500 to contribute to the cause.

If you would like to donate online, please do so at:

ml14.conquercancer.org.au

Click on Donate and then 'Search for a team'. Type in BlueCross and our team page will come up for you to make a donation.

Thank you for helping us move towards a cancer free tomorrow.



Life's a Ball with BlueCross – or more specifically a Masquerade Ball at our annual Extravaganza!

The annual BlueCross Extravaganza is all about having fun and we are thrilled to announce that our theme for this year's big event is BlueCross Carnevale.

Picture grand Venetian costumes, amazing masks and of course much fun, laughter and dancing!

It's going to be another wonderful year as we prepare for this exciting event in October.

More details to come...



For all BlueCross enquiries call **1300 133 414**

www.bluecross.com.au

BlueCross
community & residential services

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MOUNT WAVERLEY

MULGRAVE
SANDRINGHAM
SUNSHINE

SURREY HILLS
TEMPLESTOWE
TOORAK