

Spring 2014

# Out of the Blue

2014 Innovate for Excellence



## Message from the CEO



Carol Allen

**On Thursday 2 October, we celebrated our 7th annual BlueCross Extravaganza in a burst of colour, fun and fabulous music.**

It was a wonderful sight to behold; a big bright room brimming with life and colour, and filled with residents, clients, families, volunteers, sponsors and other special guests.

It was a special welcome to residents and staff of Chelsea Manor and Karinya Grove, who took part in the Extravaganza for the first time since becoming part of the BlueCross family.

Our theme for the day was a masquerade ball inspired by the Venetian Carnivale, which brought together elements of glamour, mystery, vibrant colours and touch of magic.

Every year just gets better and better with everyone making such an



Entertainment from the Rio Dancers



BlueCross Clevedon Terrace is announced as the overall Extravaganza winner for 2014

amazing effort and every residence placing their own unique spin on the costumes and decorations. It is this effort that makes this event so very special. So again I want to thank the residents, staff and the wider BlueCross community for their enthusiasm and for embracing our Extravaganza.

We enjoyed a great afternoon of song, dance and having fun, with the fabulous Daryl McKenzie Jazz Orchestra playing throughout the day, special performances from the Rio Dancers and lots of dancing time for everyone. What more could we ask for when we come together to celebrate life and celebrate living at BlueCross.

The Extravaganza has evolved over the years, from celebrating the Olympics seven years ago, to the grand event we celebrated in 2014. These days, it forms a part of the annual Leisure and Lifestyle Calendar, with everyone's participation and involvement encouraged and supported through a range of activities.

The motivation driving our Extravaganza remains unchanged though, our STARFish Principles – be there, have fun, choose your attitude and make their day – and to celebrate life and focus on all the good things residents, clients, volunteers and staff can all do.

The Extravaganza is an event for the whole BlueCross community and I do hope that everyone who attended thoroughly enjoyed themselves. It is all part of our commitment to enriching lives.



David Mann, from 3AW, was our MC, pictured with BlueCross Managing Director, David Eccles

2014 has been an interesting and challenging year for BlueCross, with the introduction of many changes through the Living Longer Living Better reforms, the change in government and funding cuts to the sector.

However, in line with our philosophy of continuous improvement and choosing our attitude, we have continued to adapt and develop as these reforms take place.

As always, our residents and clients remain our focus with the provision of person-centred care at the heart of all we do.

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# Extravaganza 2014

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The Extravaganza also coincides with the Victorian Seniors Festival and the United Nations International Day of Older Persons. The theme of which for 2014 is 'Leaving no one behind; promoting a society for all'.

This is about ensuring sustainable development to cater to the ageing world population. On the home front, we understand the importance of securing the future care of generations to come.

With this in mind, we are committed to developing the infrastructure, innovations and programs to continue to meet the changing needs of the ageing population

We are also challenging the perception of what the older generations are capable of – as we know age is no limit to what we can offer; and we want to show the world that aged care can be more than just providing a service, it can be an engaging, beneficial and fun stage of life.

Thank you again to all our staff, clients, residents and volunteers for making the Extravaganza such a success.

A special thank you must go to our sponsors, without whom we wouldn't be able to host such an event. Your contribution and support are invaluable.

It was wonderful to have the opportunity to come together again like this and celebrate life.

*Carol Allen*



BlueCross' CEO, Carol Allen and GM People & Culture, Wendy Starkey



Song competition winner  
BlueCross Glengowrie



Mobility aid winner  
BlueCross Glengowrie



Resident / client dance winner  
BlueCross Riverlea



Individual costume winner  
Mavis, BlueCross Clevedon Terrace



*'Growing old is a path we all have to tread, with dignity and acceptance.'*

Marjorie from Cresthaven, who is 108 years young and was the oldest resident at the Extravaganza.



Table centrepiece winner  
BlueCross Monterey



Team costume winner  
BlueCross Clevedon Terrace

# Spotlight on *Care ~~at~~ Home* away from

**Josef Hezky (87) has always had a thriving social life. When he lived in his own home he would cook, tinker with his old Holden, care for his garden and spend time with his friends, his daughter and his grandchildren.**

When he came to stay at BlueCross Broughtonlea, there was no reason for his social life to be left behind.

Knowing how important it is for her father to continue being active and social, Josef's daughter, Catherine, began looking for the perfect carer for her father to provide additional one-to-one social support. Josef needed a carer who would be flexible to his needs; someone bubbly and outgoing, who would be inclusive. After trying several different carers, Catherine met Joanne Sands from BlueCross Care at Home.

**'Jo just gets him'**  
-Catherine

Jo is the perfect match for Josef.

'Jo just gets him. She understands him. When Jo walks into the room my father lights up,' says Catherine.

With Jo's support, Josef now visits the library once a week to read with his grandchildren. A lover of the arts, Josef visited the Monet and Italian Masters Exhibitions at the National Gallery of Victoria. Together, they frequent local coffee shops, go shopping, Josef visits friends and attends family gatherings. Jo even supported him to spend time with his family at Catherine's holiday home in Merrijig.

Thanks to Jo and BlueCross Care at Home, Josef remains connected to family, friends and the community and he continues to collect new experiences and create wonderful new memories.



Josef Hezky with his carer Joanne Sands.

## Volunteering at BlueCross

### Introducing our Volunteer Coordinator, Nadia Gudic



As part of BlueCross' commitment to encouraging and supporting our volunteers to enrich the lives of our residents and each other we are proud to introduce our Volunteer Coordinator, Nadia Gudic. Nadia is excited to develop a more holistic BlueCross volunteering program, which includes conducting community education sessions and improving the volunteering process to make it easier for volunteers to contribute and spend time doing what interests them.

Nadia has been in the aged care industry for more than ten years working as a Divisional Therapist. Prior to starting at BlueCross in May this year, she took some time to focus on raising her son and daughter. Rejoining the aged care sector as our Volunteer Coordinator, Nadia is able to combine her commitment to helping others with her industry experience.

Nadia is passionate about care for the elderly and holds a deep admiration for volunteers and their selfless dedication to others. Her highlight since commencing at BlueCross has been coordinating a special event to thank our current volunteers.

**A special afternoon tea was organised on Friday 15 August at the Hawthorn Arts Centre to thank volunteers who kindly donate their time at BlueCross.**

The event brought together BlueCross volunteers from across Melbourne for an afternoon of entertainment, fine dining and mingling.

Frank Powell acoustically performed an array of classic hits to set the atmosphere for the day. It did not take long for the room to fill with the sounds of new and old friends meeting.

Carol Allen spoke about how valuable our BlueCross volunteers are. 'When you show up to work, and yes I do call it work because of the incredible

amount of effort you put in, you make a real difference to our residents. One of the most important things for residents is to feel valued and important and you, our volunteers always make time for our residents and clients – truly making their day.'

Nancy Hill from BlueCross Chelsea Manor also spoke, sharing her experience with BlueCross and the volunteering program. Nancy claims 'my life started at 90 with Chelsea Manor. I am so happy with BlueCross that I could burst'.

BlueCross has more than 200 volunteers selflessly committed to enriching the lives of our residents and clients. Our volunteers are welcomed as part of the BlueCross family.



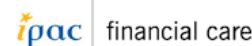
If you would like to volunteer with BlueCross, please contact Nadia Gudic, Volunteer Coordinator, on 03 9828 1723 or via email on [VolunteerCoordinator@bluecross.com.au](mailto:VolunteerCoordinator@bluecross.com.au) to start the conversation.

# Thank you to our 2014 Extravaganza Sponsors

## Gold Sponsors



## Silver Sponsors



Your generous support helps make this wonderful event possible. Thank you.

## BlueCross Wins Better Practice Award

**BlueCross Monterey in Glenroy is the proud recipient of a Better Practice Award from the Australian Aged Care Quality Agency (AACQA) for their 'Tools for Life' men's club.**

The Better Practice Awards recognise initiatives that act as an exemplar for other aged care homes and contribute to the quality of life for residents. The award was presented by Nick Ryan, CEO of AACQA, at the Extravaganza.



Research indicates that lifestyle programs in residential aged care are generally skewed to female-oriented activities. This means programs are not capturing male resident's interests or capabilities, leading to a lack of engagement.

The Tools for Life club at BlueCross Monterey was established to address this imbalance through providing meaningful activities tailored to the interests of the male residents.

Residence Manager, Laura Clarke said, 'Our lifestyle team wanted to make a positive difference to the male residents' lives so we began developing the program in collaboration with them and other men's groups in the local area.

'We combined a person-centred philosophy with a reminiscence approach to nurture each participant's individuality. The activities in the Tools for Life Club were designed to encourage social engagement and participation, foster sharing of knowledge and life experiences, as well as maintain and build new skills.'

The club was implemented in February 2013 as part of the lifestyle calendar.

The involvement of staff, residents, their families and friends has been vital in the program's success. As has the participation of students from local schools who join the group to show

the residents how to use computers and in return the residents teach the students wood-working skills.

By providing a dedicated club where the men come together and feel respected and valued, BlueCross Monterey has ultimately improved the overall wellbeing of male residents.

The club also enabled stronger community connections and improved socialisation within the residence.

Tools for Life club members are showing increased self-esteem, participation, independence and communication with their families. Plus they are gaining new skills and physical, cognitive and mental health benefits.

The Tools for Life club is easily transferable to other residences, with evidence-based models and processes that can be adapted to suit the residents' needs and interests at each location.

BlueCross is excited about the potential for wide-reaching positive outcomes for male residents in aged care at BlueCross and beyond.

For all BlueCross enquiries call **1300 133 414**  
[www.bluecross.com.au](http://www.bluecross.com.au)



AVONDALE HEIGHTS	CHELTENHAM	GLENROY	KEW	MILL PARK	MULGRAVE	TEMPLESTOWE
BOX HILL	CROYDON	HEIDELBERG	KILMORE	MOOROOLBARK	SUNSHINE	TOORAK
CHELSEA	EAST MALVERN	IVANHOE	LOWER TEMPLESTOWE	MOUNT WAVERLEY	SURREY HILLS	