

Summer 2014 Out of the Blue

2014 Innovate for Excellence



Message from the CEO



Carol Allen

Farewell 2013 and welcome to 2014!

This year is going to be a busy one with growth, development and innovation at the forefront.

We'll also be having a few good parties in true BlueCross style!

We certainly finished 2013 with much festive cheer and lots of fabulous Christmas parties. BlueCross had an exceptional year with many great achievements and awards to celebrate.

We acquired two aged care residences, re-opened BlueCross Highgrove in Kew, won an international award for the Extravaganza and received an award for Chef Manager of the Year, amongst other things!

Each of our residences also celebrated the festive season with parties galore for residents, their families and staff. Santa even made an appearance to bring some Christmas cheer!

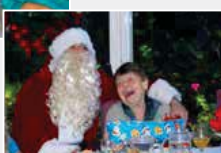
I hope you all had a lovely Christmas and New Year too, and are set for a great 2014!



Top to bottom:
BlueCross Riverlea,
BlueCross Western
Gardens and
BlueCross Cresthaven



More BlueCross Christmas photos on page 2



Our most recent addition to the BlueCross family – BlueCross Karinya Grove in Sandringham

Congratulations to our OSCAR Winners

BlueCross had a tremendous result at the Operational, Support, Consultancy, Auditing and Recruitment (OSCAR) National Hospitality Awards in November. Kate Brown from BlueCross Willowmeade won the Chef Manager of the Year Award and Shirani Ilshinge from BlueCross Monterey won the Food Service Assistant of the Year Award.



In addition to our overall winners, Ottorino Danielis from BlueCross Karinya Grove was the runner-up in the Chef Manager category and Prue Palanechka from BlueCross Monterey was a finalist in the Food Service Assistants category.

This was a tremendous result for Shirani, Prue, Ottorino and Kate who, through their dedication and willingness to make a difference to people's lives, have been recognised as leaders in their profession. It also demonstrates the quality of people we have in our hospitality department, who have shown consistency and dedication to the people they support.

Introducing our newest residence BlueCross Karinya Grove

In November 2013, we welcomed Karinya Grove to the organisation. This modern residence in Sandringham caters for 90 high and low care residents. Managed by Sheena Wynn, Karinya Grove is already proving to be a wonderful and popular addition to the BlueCross family.

2014 Innovate for Excellence

This year we are focussing on innovation and how we can do things differently to create even better outcomes for our residents, clients and staff.

To date, we have identified two keys areas to review and redevelop. The first area we will be developing is how we provide services to people living with Dementia. The Dementia Research Project with NARI is a key part of this plan for innovation. (See article on page 3.)

The second area of focus is our Leisure and Lifestyle Programs; we will seek to innovate in this core area of our residential services and reinvigorate our activities and therapies as well as how we deliver them.

So, 2014 is set to be an exciting year with much development and growth. I wish you all a happy and successful 2014 as we strive to Innovate for Excellence.

Carol Allen

enriching lives

Ho! Ho! Ho!
 Christmas cheer
 was in abundance
 at BlueCross!



BlueCross Clevedon Terrace



BlueCross Springfield



BlueCross Gardenia

Top: BlueCross Ashby
 Above: BlueCross Highgrove

BlueCross Yarralee

"I attended the Christmas function and I wanted to put in writing how fantastic it was. The food was fabulous, the entertainment was great and the staff excellent. Everyone was very friendly, helpful and made sure that all residents were made to feel special for the party. I know that my mother had a lovely day."

– Karyn Campbell, daughter of Carmel at BlueCross Glengowrie



BlueCross Glengowrie



Planning for the future with our Manager-in-Training Program

As part of our commitment to staff development and succession planning, the Manager-in-Training (MiT) Program has been designed to develop and prepare talented individuals to step up into the Residential Manager role.

The structured 12 month trainee and mentorship program enables staff who aspire to be Residential Managers the opportunity to develop the skills and experience necessary for the role.

For 2014, there are four participants in the program – Katrina Bolmat from BlueCross Willowmeade, Alyson George from BlueCross Glengowrie, Carmel Hartley from BlueCross The Boulevard and Julie D'Arcy, who is new to BlueCross.

These trainees were recruited to the program after expressing an interest and the potential to succeed in a management role. Once their training is complete, they will be ready and able to assume Residential Manager roles within BlueCross as positions arise.

The training program will provide a comprehensive education in BlueCross systems and processes and give them experience through providing leave relief to current Residential Managers.

The education aspect of the program will cover:

- Quality management – including auditing programs, accreditation requirements and preparation and use of the Quality Improvement processes.
- Resident care – enhancing strong clinical leadership and customer service.
- Staff management – building skills for staff recruitment, orientation, rostering, return to work, performance management and training.
- Financial management – understanding and demonstrating proficiency with the core financial responsibilities and accountabilities for a manager.
- Residence services – covering areas such as hospitality, allied health, Care at Home, cleaning and property services.

The MiT Program will also cover training in work health and safety as well as leadership development.

This innovative and comprehensive program provides an exceptional career pathway in aged care. It will help BlueCross to develop our managers of tomorrow and ensure we have highly skilled and knowledgeable staff ready to step into the crucial Residential Manager role as needed.

Introducing our new managers

Renée Fry commenced as Residential Manager BlueCross Western Garden in December 2013.

Renée began working in aged care as a nurse in training. After graduating with her Bachelor of Nursing and several years at Western Health Sunshine, she returned to aged care as the Clinical Care Coordinator and Director of Nursing for Ardeer House.

So far, Renée has enjoyed getting to know the residents and staff and is looking forward to leading the BlueCross Western Gardens team to a fun and successful 2014.

"Everyone has been so friendly, welcoming and supportive and I am looking forward to seeing what we can achieve together in 2014."

Sue Bowditch will be starting as Residential Manager for BlueCross Broughtonlea in February 2014.

Sue comes to BlueCross with more than 30 years of nursing, leadership and management experience. Sue has worked in various hospital environments both here in Australia and internationally. Most recently she has been working as the CEO and Director of Nursing for Red Cliffs and Community Aged Care Services' Jacaranda Village in Mildura.

Having made the move to Melbourne with her family, she is thrilled to be stepping into the Residence Manager role and is looking forward to making a positive difference at BlueCross Broughtonlea for both our residents and staff.

Welcome to Sue and Renée!

Spotlight on *Care at Home*

Getting out to engage the community



BlueCross has recruited a Business Development Manager to engage the community and build awareness of our services and what's available to support ageing persons to stay at home safely and comfortably.

Vicky Triantaflaros will commence with BlueCross in February 2014 to support Care at Home. She will engage with clients and their families, health service agencies, aged care industry colleagues, discharge planners and social workers, general practitioners and retirement village operators to share information about aged care options and BlueCross services.

Through building these key relationships in the aged care and seniors communities, we plan to:

- identify what it is people are seeking from a home care service and develop programs to meet those needs;
- review and develop models for best practice aged care programs in Australia;
- provide leadership in developing collaborative links between policy initiatives and the actual delivery of community service programs; and
- build networks to support the rapidly-changing aged care community.

We welcome this role as a positive step for BlueCross Care at Home and developing our community-based services.

your home, your choice, our care

BlueCross Care at Home provides aged care services to support people to continue to live in their own home if that is their choice.

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



Art Therapy at Broughtonlea

In 2014, BlueCross Broughtonlea is embarking on a new project as part of their Art Therapy Program. They plan to breathe new life into the Level 1 courtyard and empower residents through creative self-expression.

The courtyard is a great space with a fountain and many rooms facing onto it; so to create a peaceful and tranquil environment, it is being brightened up with artwork and living art created by the residents.

Kirsten Haworth, the Art Therapist who has been working with residents at Broughtonlea, is also an avid gardener; so she will be guiding the residents as they create their masterpieces for the courtyard. Some of the artworks being created include a vertical succulents garden, mosaic birdhouses and living picture frames.

Giving residents the opportunity to be involved in the project brings them not only a sense of ownership of the space but also a sense of pride, achievement and purpose.

The program is tailored to suit the abilities of each person, with the therapeutic benefits of building fine motor skills, improving cognitive processes and, for those living with Dementia, setting up positive patterns of behaviour.

With about 20 residents participating every week, and others always welcome, the program also provides a social setting at Broughtonlea. It is an opportunity for residents to sit together, share stories and meet new friends while creating their art.

Dementia research with NARI

BlueCross is working with the National Ageing Research Institute (NARI) on a study into best practice care and improving the quality of life for people living with Dementia.

The draft report was submitted in November with a number of recommendations that centre around strategies to improve the way in which aged care environments support people affected by Dementia. Some ideas put forward include:

Designing residences to meet the needs of people living with Dementia – the research shows that the physical environment in which people with Dementia live is of great importance; so consideration needs to be given to the colours used, the room size, lighting, noise and so on.

Supporting staff – several recommendations focussed on ways to support staff in providing the best Dementia care and outcomes. The recommendations looked at developing the best models for staff education, including internal education, courses and making full use of the external resources that are available. As always, communication is the key to sharing knowledge and creating best practice benchmarking.

Working with families to ensure their continued involvement – to support the person with Dementia to stay engaged with family and nurture those relationships, the report recommended providing quality and appropriate activities that families can do together to build and maintain their connection.

Transition planning from community care – the development of pathway models from Care at Home through to residential care is going to become more and more crucial when caring for people across the spectrum of aged care services.

We are now reviewing the report and developing a strategy around implementing the recommendations with a focus on inclusion and consultation with staff. A final report will be delivered in early 2014.



Thank you to all staff, families and stakeholders who participated in the research stage of this project, including Alzheimer's Aus., North Western Mental Health, Monash University Aged Mental Health Research Group and the Australian Centre for Evidence-based Aged Care.



BlueCross Livingstone Gardens

Development is underway out in Vermont South

Back in July 2013, we turned the first sod of our largest development site, Livingstone Gardens. Since then we have made some great progress on this state-of-the-art residence.

We have partnered with Hacer, a high profile residential and commercial construction company, to build the new residence over three stages. When the first stage is completed in 2015, BlueCross Livingstone Gardens will offer premium accommodation for about 150 residents.

With much excitement, we saw the massive crane installed and big changes taking place on the site (despite the challenging Melbourne weather!)

The builders have been hard at work with ground work now well underway – the site has been cleared and levelled, the concrete slab is almost complete and retaining walls are going up.

At the ground-breaking ceremony in July, City of Whitehorse Mayor, Cr Andrew Munroe, spoke of the importance of developing high quality services and facilities in the City of Whitehorse, and of his confidence that BlueCross will deliver exactly that – an exceptional level of aged care services to Melbourne’s eastern suburbs.

The residence will feature large single rooms, as well as a theatre, café, landscaped outdoor spaces, luxurious indoor living spaces and much more. Also offered will be a secure memory support wing for people living with Dementia, as well as an exciting new concept in day care that will further provide support to families and residents.

This new residence in Vermont South will add value to the local community and provide an excellent service to the people of Whitehorse.



Get set for our 2014 events

Planning is underway now for two of our much anticipated events – the 97+ Birthday Party and the Staff Conference.

97+ Birthday Parties

In response to the keen interest in participating in this event, this year we are hosting two 97+ Birthday Parties in March.

Our residences are home to more and more residents aged 97 years plus each year. So we’ve decided to throw two parties, one in Mill Park at BlueCross The Boulevard, the other in Surrey Hills at BlueCross Broughtonlea.

Guests will be treated to a delicious afternoon tea, champagne to toast reaching such an impressive milestone and entertainment.



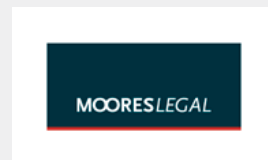
Staff Conference 2014

The Staff Conference is planned this year for 24 May. This year, the theme is based on the STARFish Principle – Have Fun. We are focusing on how we can make aged care fun for everyone – our staff, our residents and their families – and what we can do to make sure everyone is engaged, living life and enjoying it to the full.

Thank you to our Extravaganza 2013 Platinum & Gold Sponsors



CHARTERED ACCOUNTANTS | FINANCIAL ADVISERS



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

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



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