

Winter 2014

# Out of the Blue

2014 Innovate for Excellence



## Message from the CEO



Carol Allen



Carol Allen, Dr. Sally Cockburn and David Eccles with our Employee of the Year finalists

## Staff Conference

**What a fabulous time we had at this year's staff conference. I was so excited with the turnout on the day and a little bit relieved because I am always a little worried that no one will show up!**

Dr Sally Cockburn has such an incredible personality which shines through and engages the audience and Dr Helena Popovic taught me a thing or two about looking after myself.

The STARfish awards are the highlight of my day and I want to congratulate Keirston Whelan who won this year's Employee of the Year Award for her outstanding work at BlueCross Broughtonlea. It was a very close competition this year with amazing entries from our finalists including:

- Natasha Sharp, Glengowrie
- Marg O'Loan, Springfield
- Pauline Murphy, Willowmeade
- Rebecca Hodge, Care at Home
- Arsha Tashjian, Central Services
- Margaret Milligan, Central Services

We also thanked our many Years of Service award winners for their incredible commitment and contribution to BlueCross. Please turn to the back page of this edition for a full list of our Years of Service award winners.

### New BlueCross website

I am very excited to announce that we will be launching a new BlueCross website. This new website will have a cleaner look, simple navigation and increased functionality. Some key features of the website include:

- Search functionality to find BlueCross residences and services near you
- Residence landing pages containing live updates
- Ability to book tours
- Pricing information for our residences
- A help centre to guide users through aged and community care

The new website will be live in August and I encourage you visit it. The new website is available via [www.bluecross.com.au](http://www.bluecross.com.au).



The new BlueCross website homepage

### Introducing the government reforms

The timing of our new website is rather serendipitous as the aged care industry has recently undergone many changes through the government's Living Longer, Living Better reforms coming into effect from 1 July. The purpose of these reforms is to create a more long term sustainable aged care industry. I support these changes as I feel the smoke and mirrors have clouded the aged care industry for far too long.

The aged care sector is also adapting to changes from this year's budget announcements. As a Board Member of Leading Age Services Australia (LASA), I feel it would be remiss of me not to mention my disappointment with the decision to remove the Dementia and Severe Behaviours Supplement. I have been meeting with Shadow Parliamentary Secretary for Aged Care, Helen Polley, at our Central Services office and representatives of the current government in Canberra to review this decision.

I am however very excited about the new government initiative, My Aged Care. This is the first port of call when entering aged or community care as it will build a client profile and guide clients through the next steps. The website also contains details of all Australian aged care residences and allows users to compare them. You can call My Aged Care on 1800 200 422 or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au).

Carol Allen



## BlueCross Staff Conference



BlueCross holds an annual staff conference every year to celebrate our staff, share in each other's success and educate ourselves. The theme for this year's conference was 'have fun' and this could be felt throughout the day.

As part of BlueCross' commitment to continuously improving our staff, we invited Dr Sally Cockburn (also known as 'Dr Feelgood') and Dr Helena Popovic to present on the value of having fun, boosting your brain and coming alive to thrive. They were both engaging and had everyone out of their seats laughing and smiling.



The highlight of the day was our BlueCross resident panel. They panel consisted of Ron Cashin (BlueCross Broughtonlea), Nancy Hill (BlueCross Chelsea Manor) and Merle Thornton (Care at Home).

Hearing the stories and asking questions of our residents and clients is an inspirational experience and shows us how much we can learn when we stop and listen.



### Resident Panelist Nancy Hill

*'Thanks a million for the experience, honour and opportunity to represent the elderly side of life to our younger generation.'*

*'The moment I entered the room, I felt the warmth and affection, and with smiling faces, loads of hugs and kind words of greeting.'*

*'Just being there was an experience in itself; one that will always hold a special place.'*

*'I found being treated as a normal human being at nearly 92 refreshing and a treat.'*

## Introducing the renovated BlueCross Ashby

**After ten months of renovations work, BlueCross Ashby has sprout a new wing featuring 18 rooms, outdoor timber decking and a Japanese garden. With the renovations complete, Ashby is now able to provide their residents with ageing in place services.**

BlueCross Ashby Residence Manager, Shirley Frigo, said, 'we are very proud of the new extension to our residence.'

'Residents and staff love the outdoor decking area and Japanese garden. I am excited because we are now able to continue caring for residents as their care needs change.'

A display room has been set up in the new wing and is available for touring. If you would like to get a sneak peak at the display room and renovated BlueCross Ashby, please book a tour with Sue Vrettos, Client Services Manager, by calling 1300 133 414 or visiting [www.bluecross.com.au](http://www.bluecross.com.au).



# Spotlight on *Care at Home*

**In this edition we are introducing you to a special BlueCross Care at Home Client, Jim Coulter. Jim and his wife Rita receive services from Care at Home in their Melbourne apartment. Once a fortnight, a BlueCross Direct Care Worker from the Care at Home team visits Jim and Rita to assist with domestic work.**

Jim and Rita decided to enlist Care at Home services as they found tasks, such as cleaning, were becoming chores. Now they have more time to pursue other interests and they both love the conversations which arise during the visits. Jim enjoys the freedom and independence the Care at Home services provide him and his wife, this is something he has championed his entire life.

Jim worked as a journalist prior to joining the Royal Australian Air Force at the outbreak of World War II.

During his service, he managed to survive three plane crashes before returning to Australia. After the war, it didn't take long for Jim to get itchy feet. He decided to return to Europe with Rita as part of the Moral Re-Armament (MRA) movement to increase positive relations between East and West Germany. This soon turned into a life commitment for Jim and Rita who felt true accomplishment when the wall, which they saw go up in 1961, finally came down in 1989.

BlueCross Care at Home provides support to more than 1,000 clients, enabling clients, such as Jim, to remain in their own homes. Jim finds receiving Care at Home's services is giving him and Rita more time to relax and their BlueCross Direct Care Worker feels like a part of the family. Jim, now in his 90s, still manages to get a game of tennis in once a week. Jim and Rita love their BlueCross

services and get a real lift from the visits every fortnight.

It is amazing to hear the stories BlueCross' residents and Care at Home clients have to tell. If you are in receipt of BlueCross care or services and would like to share your story, we would love to hear from you! Please contact our Business Development Manager, Vicky Triantaflaros, on 03 9828 1228 or [vicky@bluecross.com.au](mailto:vicky@bluecross.com.au) to start the conversation.



**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.**

## Tribute to BlueCross Waterdale

**BlueCross would like to pay tribute to a residence with firm roots in the BlueCross story. BlueCross Waterdale closed its doors in June as we prepare for redevelopment works over the next two years. Many BlueCross staff members have spent more than ten years working at the residence.**

BlueCross Waterdale has been a part of the Ivanhoe community for a number of years. Waterdale is known for its engagement with residents and communities as well as the calming living environment. Residents and staff members formed special relationships at BlueCross Waterdale and many have managed to continue these with both staff and residents moving to other BlueCross residences.

BlueCross General Manager Residential, Verity Leith, started working with BlueCross as the Clinical Care Coordinator at BlueCross Waterdale.

*'I will always have a soft spot for BlueCross Waterdale because it is where I started my BlueCross journey.'*

There have been many highlights over the years at BlueCross Waterdale. Whether it be a 100th birthday roast with champagne and a stretch limo or a wedding ceremony for a couple from the independent living units there is always a story to tell. To thank residents for their time with Waterdale, the BlueCross staff members prepared framed photo stories for residents as they moved out.

It is exciting to see what the next chapter will bring for BlueCross Waterdale. Once redevelopment works have been completed, BlueCross Waterdale will be a 178 bed residence featuring dementia care wings, a cocktail lounge and secure gardens. The construction is due to be completed in 2016.





*'I just do my job everyday to the best of my ability and love being here.'*

## Meet Keirston Whelan Employee of the Year

**BlueCross Broughtonlea Leisure and Lifestyle Coordinator, Keirston Whelan, has won this year's Employee of the Year award. Keirston has been in her role with BlueCross Broughtonlea for two years and in that time she has introduced some impressive innovations to the residence.**

BlueCross Broughtonlea Residence Manager, Susan Bowditch, nominated Keirston for the award for her strong display of the STARfish principle 'Make Their Day' and commitment to innovation and improvement. Susan said, 'Keirston is a true leader and inspires others to achieve and innovate.'

Some projects Keirston has introduced at BlueCross Broughtonlea include:

- The Butterfly Room – converted an unused room into a Montessori environment to promote engagement.
- The Broughton Singers – created a singing group to give residents purpose and belonging.
- Courtyard Renovations – lead courtyard renovation project to create a space for art therapy projects.
- Ladies' and Men's Rooms – created spaces for ladies' and men's groups to meet regularly and socialise.

BlueCross is proud of the outstanding work which comes from our staff members and takes great pleasure in recognising these achievements.



It is a direct result of staff members' commitment to innovation and excellence which delivers such outstanding results across all parts of the BlueCross organisation. Congratulations to Keirston and our finalists for their incredible work.

## Years' of Service award winners

**BlueCross believes the successful growth of our company is the direct result of our people. We would like to acknowledge our employees who have provided us with ten, 15 and 20 years' of service this year.**

**Ten Years' of Service award winners:**

- Elena Cowan – Western Gardens
- Liz Montgomery – Gardenia
- Patricia Potts – Chelsea Manor
- Manel Komalapperuma – Glengowrie
- Gonul Caglar – Glengowrie
- Remedios Zitta – Western Gardens
- Rex Miravalles – Glengowrie
- Kendra Daly – Cresthaven
- Sam Yakub – Gardenia
- Laura Edwards – Monterey
- Toola Young – Darnlee
- Marta Gonzalez – Yarralee
- Regina Krupko – Hansworth
- Janette Lindsay – Hansworth

- Joan Maori – Western Gardens
- Zeewditu Tadesse – Chelsea Manor
- Julie Bartilotta – Care at Home

**15 Years' of Service award winner:**

- Helen O'Connor – Darnlee

**20 Years' of Service award winners:**

- Annette James – Clevedon
- Mary Rigg – Waterdale



CEO Carol Allen, Annette James, Mary Rigg and MD David Eccles

## Extravaganza update

**BlueCross residents and clients are getting excited for the upcoming BlueCross Carnivale Extravaganza held on Thursday 2 October at the Melbourne Park Function Centre.**

Residents at BlueCross Broughtonlea are meeting fortnightly to work on and discuss their preparations. They are also practicing their piece for the song competition and are 'looking forward to making the film'. There is a special surprise from BlueCross Broughtonlea residents this year but that is being kept under wraps until the big day.

Out of the Blue will bring you all the highlights and share the fun in our Spring edition.



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

[www.bluecross.com.au](http://www.bluecross.com.au)

  
**BlueCross**  
community & residential services

AVONDALE HEIGHTS  
BOX HILL  
CHELSEA

CHELTENHAM  
CROYDON  
EAST MALVERN

GLENROY  
HEIDELBERG  
IVANHOE

KEW  
KILMORE  
LOWER TEMPLESTOWE

MILL PARK  
MOOROOLBARK  
MOUNT WAVERLEY

MULGRAVE  
SANDRINGHAM  
SUNSHINE

SURREY HILLS  
TEMPLESTOWE  
TOORAK