

Autumn 2015

Out of the Blue

2015 Our Customer, Our Passion

BlueCross
community & residential services

Message from the Managing Director



David Eccles



Residents enjoying high tea and champagne with David Eccles – 97+ birthday celebration

Our Customer, Our Passion

Welcome to the Autumn edition of Out of the Blue.

In 2015 our theme 'Our Customer, Our Passion' builds on our existing culture of customer focus, I would like BlueCross staff to think about why we do what we do and crucially *how* we do what we do.

Who is our customer?

Our customers are our 1000 clients who invite BlueCross Care at Home into their own homes each year to provide nursing/personal care and domestic assistance. Our customers are our 1700 residents who chose to live with BlueCross in our residences across Melbourne. Our customers are the families and friends whom visit these residences each year.

Our customers are the thousands of people who enquire about our services each year, some customers are planning for the future; many others are experiencing stressful situations where an illness or accident has forced them to make difficult decisions sooner than they would like.

BlueCross is passionate about individual needs, about the individual requirements of each customer to ensure that BlueCross is delivering services that are relevant, needed and most importantly valued.

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As we consider the future, BlueCross will plan for future aged care consumers; we need to know what tomorrow's aged care will look like. It is certainly very different than when I started in the industry 25 years ago. Tomorrow's customers expect private rooms with ensuites, natural light, individual climate control and wall mounted TVs. I believe Livingstone Gardens which will be completed May,

is a residence that is catering for the needs and wants of our current and future customers.

We are also proud to offer Additional Services, which include an enhanced range of services and amenities at different residences, which cater to people who want more choices in aged care.

In addition, the number of people who choose to age in their own homes is rising, and BlueCross will support these people and their carers by offering more choices with respite and live in care. We are constantly looking at how we can make our customer experience better, and 2015 is the perfect year to focus on this.

Indeed, if you have any suggestions on how BlueCross can better serve our customers, we would love to hear from you. Please send us an email on office@bluecross.com.au or call us on 1300 133 414.



Livingstone Gardens

Luxury living in the heart of Vermont South

With the doors opening in a matter of weeks, the final touches are being added to BlueCross Livingstone Gardens in Vermont South.

The bedrooms await the final touches of furniture and decoration. The cinema has the acoustic walls and comfy chairs just waiting for the surround-sound and projector to be installed. The main kitchen could double as the set for MasterChef.

BlueCross Managing Director, David Eccles said, "Livingstone Gardens is the combination of what we have learned about what works, and what people want, in aged care. It has the space and utility to offer a range of choices to our residents and it also makes a better working environment for our staff".

Client Services Manager Eamonn Fitzpatrick has been busy managing the enquiries. With the building's position high on the crest of Livingstone Road, the modern architecture has created a lot of interest. He has communicated with hundreds of people interested in finding out more, some people are ready to move in straight away, others are planning for their future.

BlueCross' focus has shifted from the building structure, to building the culture and the internal environment for which it is renowned. And while a number of current BlueCross staff are

transferring to Livingstone Gardens, new staff are coming on board each week. Everyone is looking forward to welcoming our first residents to the home.



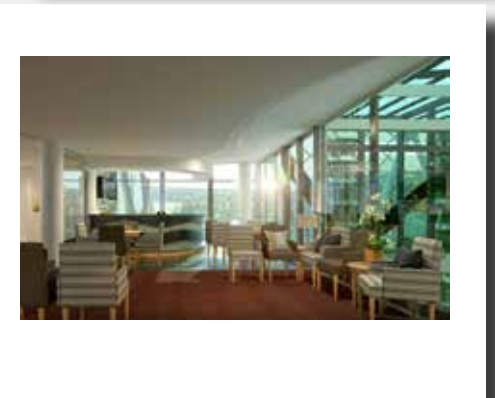
BlueCross Livingstone Gardens
37 Livingstone Road
Vermont South Vic 3133

Taking enquiries for admissions from May.

Existing BlueCross residents welcome.

Call

1300 133 414



Staff profile - Introducing Wendy Calder



Wendy Calder is Residence Manager of Livingstone Gardens; BlueCross' newest facility which is set to open in May 2015.

Wendy has been an integral part of the setup and establishment of this facility. Here, she reflects on her passion for aged care and shares her goals for the future.

Wendy joined BlueCross last year, most recently as Regional Manager of the South East Region. She began her nursing career in aged care, and over the past 10 years has focused on management which she consolidated with the completion of a Masters in Health Management at City University, London. "I understand the significance of strong leadership, motivation and support in providing quality care".

Wendy says that the best part of working for BlueCross is the person-centred approach to care. "At BlueCross, I have had the opportunity to enrich the lives of individuals, families and have a positive impact on the community through care and the environments we provide".

Over the coming months, Wendy will welcome residents to their new home in Livingstone Gardens. Using her knowledge, experience and passion for aged care, Wendy looks forward to creating an environment that nurtures the mind as well as the spirit, promotes growth and development for all and creates a daily life worth living. "Livingstone Gardens will be a home filled with care, fun, activities and remembrance; to celebrate life, our abilities and the people around us; to enjoy every day, to reach out and do something special, different or new in the exceptional environment Livingstone Gardens offers".

Spotlight on *Care* at Home

Home Care Packages

If you want to stay in your own home as you get older but need some help with things like cleaning and preparing meals, or with transport so that you can go shopping or attend appointments, a Home Care Package may be for you. The Australian Government subsidise Home Care Packages, which are coordinated by selected providers like BlueCross. Packages are a combination of care solutions based on each person's needs and preferences.

BlueCross has been coordinating home care packages for Andrew and Margaret Ferrier, a couple who recently celebrated 56 years of marriage. Together they have raised four children and still live in the home that Andrew built himself in their early years.

A workplace accident 50 years ago brought major changes to the family. Margaret assumed the role as Andrew's primary carer. "It was my duty as a wife to do so," she said. For many years, she combined the roles of mother, wife, carer and income earner. Andrew has had so many hospital stays they have lost count. Margaret continued to care for him on her own, struggling to find assistance as he was too young for most benefits. It was tough for Margaret to see people walk past their house, knowing that she was unable to leave Andrew's side.

After a stay at the Peter James Centre, Andrew was advised he was eligible

for a Home Care Package. When one became available at BlueCross, he was assessed and through discussions with his Case Manager, a care plan was established.

Andrew and Margaret both agree that this assistance has been a great relief and has removed a very large burden from Margaret. "It puts my mind at rest" she said, knowing that BlueCross staff will be there to help on their chosen days and they look forward to their visits.

For more information on Home Care Packages, and eligibility, visit www.myagedcare.gov.au or call them on 1800 200 422.



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.

BlueCross residents celebrate a milestone 97+ birthday celebration

Each year, BlueCross Community and Residential Services host a large birthday party, inviting all the residents and clients who have turned 97 or more.

This grand celebration brings guests, family and staff together to recognise the remarkable lives and achievements of each resident. The 97+ Birthday celebration has become a popular BlueCross tradition since it was first held in 2010.

This year over 35 guests-of-honour were able to attend the birthday celebration on the 25th of March at the Hawthorn Arts Centre. The party included high tea, live entertainment and champagne.

Guests were welcomed by David Eccles, Managing Director of BlueCross and John Pesutto MP, Member for Hawthorn. Formalities were followed by the happy birthday song and cake for all.

"It feels great to Celebrate"

-Joanna Barrett, BlueCross Yaralee

Our oldest guest in attendance, Joanna Barrett, 101, was given the honour of cutting the birthday cake. 'It feels great to celebrate', Joanna said. She prepared for the event by getting her hair and makeup done and enjoyed some pre-party champagne with her friend Maisie Clugston, 98.



At our residences

Daisy's tasty scones

Many hands made light scones at Hansworth; mixing, kneading and rolling out respite resident Daisy's secret recipe scones before cutting them out and arranging them on trays. Another resident, Helen was in charge of whipping the cream to perfection and won the coveted role of official taste tester!

When the scones went into the oven, many eager eyes watched the process with anticipation, as the scones rose and turned golden. They smelled delicious!

Before long we had nice, light, hot scones with jam and cream to enjoy and they were just as delicious as Daisy had

promised. Just for fun Daisy was awarded 1st prize for her scones and proudly wore her ribbon for photos. We look forward to Daisy's next stay with us.



Tarralla's talented crafty ladies

Over the last few years Tarralla has developed an enthusiastic craft group who have enjoyed submitting entries to the Lilydale Art Show. In a testament to their talent, they have all have won awards or commendations.

This year's group of talented ladies, Olive Moody, Lillian Gilding, Betty Watson, Valda Yap and Helen Grenfell, all enjoy working in a number of craft mediums.

This year under the guidance and encouragement of Judy, their visiting scrapbooker, they have produced another

winner, a paper collage called "The Elephant Walk".

This latest winning piece now holds pride of place on Tarralla's gallery wall.



Life Stories at Gardenia

Genealogy has enjoyed a revival following the success of SBS's 'Who Do You Think You Are'. Residents at Gardenia have benefited from the expertise of volunteer, and amateur genealogist Kay.

Gardenia resident Heather, worked with Kay who traced information about Heather's parents and obtained copies of their marriage certificate from Glasgow, transfer papers and other information from the Australian War Memorial.

Heather was delighted with the information and documents provided, staff commented on how her face was a picture of delight.

Heather planned to surprise her family with these documents as a special Christmas gift.



ALOHA!

Hawaiian fun at Willowmeade

Willowmeade travelled to Hawaii for their family fun day.

There were palm trees, parrots, Waikiki beach, complete with everything you need at a beach as well as Hula Lessons, Elvis and Blue Hawaii, entertainment and lots of laughter and singing.



Care at Home Survey

Thanks to all the Care at Home clients who participated in our survey on respite needs.

Nell Morgan from Bentleigh was the lucky winner of the \$50 Coles Group & Myer gift card.

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

www.bluecross.com.au


BlueCross
community & residential services

AVONDALE HEIGHTS

CHELTENHAM

GLENROY

KILMORE

MOOROOLBARK

SANDRINGHAM

TEMPLESTOWE

BOX HILL

CROYDON

HEIDELBERG

LOWER TEMPLESTOWE

MOUNT WAVERLEY

SUNSHINE

TOORAK

CHELSEA

EAST MALVERN

KEW

MILL PARK

MULGRAVE

SURREY HILLS

VERMONT SOUTH