

Spring 2015

Out of the Blue

2015 Our Customer, Our Passion



BlueCross
community & residential services

Message from the Chief Executive Officer



Craig Bardrick
Acting CEO



BlueCross residents, clients and family members share their thoughts and experiences at the 2015 Staff Conference

Developing our people

After the familiar faces of David Eccles and Carol Allen have graced this page for the last few years, you may be wondering who I am. I have been BlueCross' Chief Financial Officer for more than four years, and I am the acting CEO whilst David Eccles enjoys three months of long service leave. I am one of the BlueCross staff who at times perform 'higher duties', which is an opportunity to extend beyond our everyday roles to stretch our abilities and talents.

At BlueCross, our staff are our greatest asset. They are the ones who deliver services to our clients in their homes, provide care to residents, vacuum the floors or, like my team, ensure we pay our bills on time and that the computers keep running. Our focus in 2015, 'our customer, our passion' is more than a tagline, it is an important reminder of why we do what we do. We develop our staff to enable them to offer consistently great

customer service by providing them with training, the right tools and with growth opportunities.

This month, we celebrated the contributions of our management team, with awards for the Residential Manager of the Year and Central Services Manager of the Year. They were selected from a talented group of finalists, each of whom would have been a worthy winner. This makes me confident that BlueCross is doing something right for our people.

However, It isn't these awards that are important, what's really important is the delivery of great service to our clients and residents. We are fortunate that we regularly receive recognition from our clients and residents and their families, which is confirmation we are doing something right for our customers.

BlueCross Managers of the Year

*Robert Harris, Central Services Manager of the Year
and Jane Jenkins, Residential Manager of the Year*

In addition to her exemplary performance in her Residential Manager role, Jane Jenkins willingly assists other residences, managers and BlueCross whenever needed. She took on the role of co-ordinating and chairing the Clinical Portfolio Meeting which provides a wonderful opportunity to act as a role model for the Clinical Care Coordinators group.

Robert Harris oversaw the successful completion of the construction and fitout of Livingstone Gardens that added 150 new beds to BlueCross. The project is the largest so far in the history of BlueCross. Robert also managed the processes required for construction to commence at Waterdale. Both Robert and Jane were commended for how they exemplify the STARFish principles, in particular Be There and Choose Your Attitude.



Robert Harris,
Property Development Manager



Jane Jenkins,
Residence Manager Silverwood

New developments



enriching *lives*

Construction has commenced on the redevelopment of BlueCross Waterdale in Ivanhoe. When it is completed in 2017, Waterdale will offer a five-star aged care environment with exceptional level of services, lifestyle and care options.

The residence is located in the heart of leafy Ivanhoe, close to the Austin hospital, public transport, community hubs and bustling café and shopping precinct of Upper Heidelberg Road. This location was home to the original Waterdale Hostel that provided aged care to the local community since 1978, before it was decommissioned in preparation for redevelopment.

The new residence will provide the high standard of services and accommodation that customers expect and deserve. BlueCross Waterdale will set a new standard of aged care amenities in Melbourne's north eastern suburbs. This residence will feature 178 large single rooms, as well as a café, cinema,

beauty salon, landscaped outdoor spaces, luxurious indoor living spaces and much more, all delivered to the exceptional BlueCross standard and reputation. 'What drives developments like BlueCross Waterdale is our commitment and passion for providing high quality care and services. Designed with a person-centred focus, we have drawn on the thoughts, experiences and feedback of our customers to inform the development of a residence that will provide valuable services to our community.' said David Eccles, Managing Director of BlueCross.

BlueCross Waterdale is an ageing in place residence, designed to care for and support residents as their needs change. It will also offer a secure memory support wing for people living with dementia. BlueCross is committed to providing care options for the broader Melbourne community; with a focus on enriching lives through encouraging independence, dignity and choice for those in our care.



Artist's impression of BlueCross Waterdale in Ivanhoe, opening in 2017

Staff profile - Liz Goldsmith, Hospitality Manager



Liz Goldsmith is responsible for more than 300 staff who serve over 60,000 meals and snacks each week to residents across our 24 homes. For Liz, catering in age care has always meant so much more than just cooking. 'Our service brings our residents and staff together, like one big family. The dining experience is an important part of our lives and so we always aim to make this experience enjoyable for all our residents.'

Liz recently managed the transition of 15 residences from external caterers, to in-house BlueCross catering, successfully retaining 130 staff in the process. 'The biggest benefit from providing these services ourselves is the control we have over the quality and quantity of meals. We have had such great feedback from residents who are enjoying a tastier menu.' The next few months will see Liz involved in ongoing staff training programs and the recruitment of experienced and passionate hospitality staff. This will ensure the continued growth and

high standard of BlueCross hospitality services. Liz continues to work closely with the hospitality team to deliver exceptional customer-centred services to all BlueCross residents. 'We start each resident's day off with a smile, our hospitality team is the first point of contact in the morning when serving breakfast. Our focus is to make our resident's day by always providing friendly and thoughtful service.'

The best part of working at BlueCross, says Liz, are the opportunities she gets to make a difference. 'We had a resident who had just moved into BlueCross residential care. After talking to her about the food she liked, staff learned that her favourite treat was a couple of scoops of ice-cream after dinner. The same night, the resident was so surprised to be presented with a bowl of ice-cream. She asked if this was just for today, or if staff would be able to do this every day? Staff reassured her that at BlueCross every resident has the choice of what they would like to eat, making this resident very happy and empowered to learn that she had so much choice. I still think of this story and it brings a big smile to my face.'

BlueCross Care at Home

Keith Chamberlain, 96, chose BlueCross Care at Home as the solution he needed to keep living independently in his own home.

A former fitter and turner, Keith worked oxywelding aeroplanes in a factory during World War II, as he was deemed too short at 5 ft 2 to join the armed forces. Keith's hobbies included riding motor bikes, travelling in Asia and flying gliders. He even made the news when he broke an altitude world record in his Grunau Baby glider.

Keith lives on his own and at the time of his Aged Care Assessment three years ago, did not have any form of home care services in place. He was reluctant to accept his Home Care Package in 2012, as he strongly values his independence. BlueCross Care Advisors worked with Keith to establish his goals and how he wished to utilise his package funding.

Keith keeps his own log of the services he uses each month, so he can make choices about how he

uses his package. Currently he uses his package for gardening, assisted shopping and assisted transport. He will also schedule appointments according to his monthly budget. Only recently Keith called his Care Advisor to say, 'I've used nine hours this month, so I'd like to use the remaining three hours for a carer to take me to Chadstone to buy a new doona.'

Despite Keith's initial hesitation to use home care services, he now uses his package to its full capacity. It enables Keith to continue living in his own home where he is able to spend time doing the things he enjoys, like playing flight simulator on his computer, reading the newspaper and making Japanese block prints.

BlueCross Home Care Packages are now delivered in a consumer directed care model. This enables all clients of BlueCross Care at Home to choose from a wide variety of services that align with their own goals to ensure they are able to continue to live in their own home.



BlueCross is proud to support the choice of thousands of older people across Melbourne, those who choose to stay in their own home and those who need the support at one of our aged care residences.

BlueCross Centenarians, share stories of their 'Century on Earth' with ABC News



Jean Forster, 101

When asked to share their life stories with ABC news, both Jean Forster, 101 and Joanna Barrett, 101 couldn't wait to tell their remarkable stories of adventure, love and lasting memories.

Jean was born in Carlton, as one of seven children. Jean and her twin brother Eric, also had another set of twins, Elizabeth and Frederick amongst their siblings.

Jean and Eric enjoyed going to the football to support their much loved Essendon Football Club (they had gone



Portrait of Jean Forster in 1941

to school with club legend Dick Reynolds) Jean recalls that they only had a penny to spend. Jean also remembers watching the great Don Bradman play cricket. Jean went on to work as a dress maker before becoming a proud mother of four children.

'I loved to dance. I had a lovely life. I don't worry about anything, what's the use in worrying? It doesn't get you anywhere.'
- Jean Forster.



Joanna Barrett, 101

Joanna Barrett was born and raised in Glenelg, Adelaide. As a girl she enjoyed swimming and playing tennis.

She met her husband Roderick at a party during one of his trips to South Australia from Melbourne for a motor race. They married in 1938, in a wedding covered by the Adelaide Advertiser, before moving to the Melbourne suburb of Hawthorn.

Joanna became a mother during the war and spent a lot of her time volunteering to knit socks and clothing for soldiers.



Joanna Barrett pictured scuba diving

She has always had a love for music, parties, theatre and travel.

'The happiest time of my life was when I got married to my husband. We met at a party. We did lots of lovely things together - we went scuba diving, we went riding on scooters and in motor cars and on horseback. I like going fast.'

At our residences



Springfield's Edith gets her pilots wings

Edith Timms, better known as 'Edie' to her family and friends, began flying light aircraft in 1978, a passion of hers that would last a lifetime. When she received her pilots licence, Edith would take her husband Don for trips in the sky. It recently came to the attention of staff at Springfield that their resident pilot had never received her pilots wings. As part of Springfield's 'bucket list' program, it was clear that taking part in a pilot's graduation ceremony of pinning wings onto the pilot was a dream that Edie had always wished to fulfill.

Edie and the Lifestyle team spent the day at Moorabbin Airport watching the aircraft takeoff and land. Edie was later presented with her wings. The day was a wonderful celebration of Edie's life and achievements.



Edith Timms presented with her Wings at Moorabbin Airport

make their day



Edith Timms pictured in front of a Cessna 172

Willowmeade live on radio

Over the past year, Willowmeade residents have been sending song requests to their local Kilmore radio station OKR 98.3 FM. Every Thursday evening, residents gather around the radio to listen to their favourite segment 'Memory Lane' listening to find out if their song requests had made it to air.

The host of Memory Lane, DJ Kevin, noticed his growing fan base at BlueCross Willowmeade. DJ Kevin then contacted them to ask if the residents would like to host 'Memory Lane' live from their home.

The response was an overwhelming 'yes' from the residents! A makeshift radio station was set up in the living room of Willowmeade where residents gathered around DJ Kevin, enjoying the music with toe tapping, clapping and singing along.

After the broadcast ended, many residents commented how wonderful the evening was. DJ Kevin is working on an encore performance at Willowmeade in the coming months. Meanwhile residents gather twice weekly to discuss their song requests for the next week.

have fun



Live radio being hosted from Willowmeade

Livingstone Gardens welcome Blossom the cat

Blossom's journey from Queensland to Livingstone Gardens began when her owner of three years moved into residential care and could no longer care for her.

Barb, one of the first residents at Livingstone Gardens, had only just lost her 14 year old pet cat. Leisure and Lifestyle staff soon realized that Barb would benefit from a new pet cat to love and care for.

After discovering Blossom on a pet rescue site, they successfully applied to adopt her.

Barb, with a group of equally excited friends from Livingstone Gardens, joined in a bus outing to Melbourne Airport to welcome her to her new home.

Blossom has now settled in nicely to Livingstone Gardens, and knows who to visit for all the best treats.

be there



New residents Barb and Blossom

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

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