



Summer 2015

Out of the Blue

2015 Our Customer, Our Passion



BlueCross
community & residential services

Message from the Chief Executive Officer



Craig Bardrick
Acting CEO

Reflecting on a year of innovation

As I reflect on the past year there has certainly been more achievements than usual. In line with our vision we aspire to provide quality aged care services and develop and support the people who make such a difference every day, our staff.

A big achievement was the introduction of an Employee Assistance Program that can be accessed by all of BlueCross' staff and their families. This confidential service can assist with a range of issues, including work, personal and financial and we are encouraged to see that this important service is being utilised.

BlueCross has always been innovative. Some innovations are driven by observing external opportunities, some by the staff working with our residents and clients, and others are focused on the way we do our work. Whilst it is part of our culture and something we have come to expect, it is always rewarding to be recognised by those in our industry.

Our decision to return to an in-house catering model across all of our residences has been a big process, but one that has been worth it. So successful has it been, that BlueCross was a finalist seven times over at the recent Operational, Support, Consultancy, Auditing and Recruitment



Local primary school students enjoying the circus themed extravaganza at BlueCross Chelsea Manor

(OSCAR) National Hospitality Awards. Deepthi Domingo from BlueCross Tarralla won the Food Service Assistant of the Year Award. Chelsea Manor and Riverlea tied for first place with their catering innovations. Congratulations to Deepthi and everyone in our Hospitality Team.

BlueCross Ashby in Templestowe Lower is the proud recipient of a Better Practice Award from the Australian Aged Care Quality Agency for their 'Grappling with Grief' pastoral care program. Grief is mostly associated with death and mourning, however, at BlueCross Ashby they have identified the grief that new residents feel when they move away from their own home, routine and/or spouse. Grappling with Grief is now an integral part of Ashby's culture and the benefits are regularly monitored and have demonstrated the value of the overall program. We are excited about the potential for wide-reaching positive outcomes for residents in aged care at BlueCross and beyond.

I am also looking forward to reading the results of our customer experience survey. This survey will provide valuable feedback that will enable BlueCross to applaud satisfaction, address concerns and plan for the future.

I am very proud of the opening of Livingstone Gardens in May. This was our largest development ever undertaken not only in terms of building, but introducing technology, processes and mobilising people. We have been thrilled with the success of the residence and are proceeding, much earlier than envisaged, with the building of Stage 2 from early 2016 which will add 60 more rooms.

Our aspiration to provide quality, modern aged care is keeping us busy, with the continuing construction of Waterdale in Ivanhoe, and Monterey in Glenroy in the early stages of preparing for renovations and extension. We also announced the closure of Springfield in Box Hill to allow for its redevelopment. It is always difficult to close a home, however, we are confident in our approach to provide additional quality care to the wider community.

Thank you to our staff for thriving during a busy 2015. I am looking forward to 2016 as it will be an exciting year, and we will focus on improving our services and processes across the organisation and continue on our developments.

I would like to take this opportunity to wish you and your family a safe and happy Christmas and a prosperous 2016.

BlueCross Extravaganza



enriching *lives*

The BlueCross Extravaganza is a special celebration held annually during Victorian Seniors Week. This colourful event brings residents, family, friends, staff, volunteers and the wider community together in celebration of making the most out of life, at any age. This year all BlueCross residences held their own unique Extravaganza, as staff and residents embraced the opportunity to get creative and have fun with choosing and preparing their own theme.

Clevedon Terrace's Big Top Circus Extravaganza was brought to life with performing dogs, fake roaring lions, bubble making machines and roving circus performers who spun plates and created balloon animals, much to the excitement of grandchildren and grandparents (and in some cases great-grandparents). Many enjoyed the entertainment with freshly cooked popcorn, hotdogs, mini-hamburgers and for those with a sweet tooth there was fairy floss, hot donuts, cupcakes and ice-cream.

BlueCross Scotchmans Creek was transformed into the set of the iconic 1939 techni-colour, fantasy film 'The Wizard of Oz'. A yellow brick road was temporarily paved throughout the residence, while a musician played the piano and sang to music from the film. Dressed up as characters from the film, residents and staff performed for an audience of families and friends. Their performance was met with cheers and a round of applause!

'Celebration of the Generations' was the theme at BlueCross Hansworth, starting the week off with the Groovy 1960's, residents enjoyed live entertainment while singing along to the greatest hits of that era such as the Beatles 'Hey Jude'. Tuesday was the Rock n Roll 1950's. It was all about the poodle skirts, neck kerchiefs and bouffant hairstyles. Residents enjoyed movie matinees from the 1950's with popcorn, banana splits and ice cream sundaes. Wednesday was the 1940's, a very familiar decade for most residents, who enjoyed dressing up in a nautical attire and shared stories from their childhood. Thursday was 1920's and 1930's as residents, family, friends and staff embraced the feather boa and took to the dance floor in joining two professional ballroom dancers.

BlueCross Broughtonlea was a vibrant burst of color for their three day Extravaganza. Monday was a blue themed high tea, with residents wearing bright blue clothing and accessories. On this day they were fittingly entertained by a singing duo called 'Blue Tango'. On Tuesday residents shone bright like the sun in yellow for a garden party held on their terrace. Residents were in awe of a magician who could create almost anything out of balloons and like a true magician he made a live bunny rabbit appear in his hat! On Wednesday residents wore red and decorated their residence with red lanterns and flowers. Family and friends were invited to enjoy a BBQ and a small concert by the Broughtonlea resident choir, who sang the song "When the Red Red Robin Comes Bob Bob Bobbin' along" originally sung by Doris Day and Bing Crosby.

This year almost all BlueCross residents had the opportunity to have fun and take part in the BlueCross Extravaganza. The Extravaganza has been a BlueCross tradition for many years and will continue to be an event that residents and staff look forward to taking part in. This celebration of life is a very important of BlueCross history and culture.

The BlueCross Extravaganza proves that you can have fun at any age!



Ivy Eggersdorf at the Clevedon Terrace Circus Extravaganza
Photo supplied by Heidelberg Leader newspaper



Student-volunteer Awleeya Paw with Phyllis Richards at Hansworths 1940s Extravaganza day



Three generations, Brenda Clark with granddaughter Carly and great-grandchild Jayden at Hansworth's Groovy 1960s day



Staff and residents perform 'The Wizard of Oz' at Scotchmans Creek



Mary Simpson pictured with the magician at Broughtonlea's yellow Extravaganza day

BlueCross Care at Home

When Joan, 90, was diagnosed with macular degeneration, she was unsure what it would mean for her volunteer work or how it would impact her independent lifestyle.

For the past eight years, Joan has used BlueCross Care at Home services to assist her to get out and about with her daily activities and volunteer work. In August, Joan transitioned from a Level 2 to a Level 4 Home Care Package, its increased budget has enabled her to access more services to better suit her needs.

Although Joan requires regular eye injections to maintain her vision, her diagnosis has not held her back from continuing her volunteer work or leading an independent lifestyle, as she takes full advantage of the tailored solutions and support offered. Joan uses her package to assist her with transport to medical appointments, home maintenance, gardening and in home therapeutic sessions including massages that give her great relief from aches and pains.

Joan also enjoys going out to the shops with her carers for assisted shopping trips, which include picking up wool, stuffing and other materials to create soft toys for children.

Joan's carers enjoy their sewing sessions with her, as they sit and chat while working together on her toy designs. Joan has two wonderful and supportive sons, but finds that she also has a very special connection with her female carers referring to them as 'the daughters she never had'. Joan has said that her favourite thing about spending time with her BlueCross carers are the great stories that she gets to hear about their lives, and her own stories that she gets to share with them. As Joan always says 'everyone has a story!'

Joan's toy creations include knitted yellow ducks, cuddly koala bears, fluffy white rabbits and even little Santa Claus toys and snow men for the festive season. Joan then donates these soft toys to Vision Australia to help raise funds for those who are blind or have low vision. Joan's toys have been exhibited and won awards at the Royal Melbourne Show and Whittlesea Show.



Case Manager, Maureen Vernal with Joan

Call BlueCross Care at Home today to discuss the solutions you need to stay in your own home

1300 133 414

www.bluecross.com.au

A tribute to BlueCross Springfield

BlueCross Springfield in Dorking Road Box Hill has been closed as it prepared for redevelopment. This was bittersweet for residents and staff, as they celebrated years of great memories and began preparing for new ones.

BlueCross Springfield was originally known as the Dorking Road Hostel and was opened by the Box Hill Council with support from the Lions Club of Box Hill and the Rotary Club of Box Hill in 1985. They have long been supporters of the home along with Friends of Dorking Road Aged Care Hostel. The Whitehorse Council sold Dorking Road Hostel to BlueCross in 2008.

All of our residents have found new homes, with the overwhelming majority moving to Livingstone Gardens with a few smaller groups moving to Broughtonlea, Silverwood, Baradine and Ashby. Every Springfield staff member has found alternative employment within the BlueCross family, so we are glad to utilise their skills and experience in different residences.

In preparation for their move, residents participated in a unique wellness program which was featured in a short documentary that is on the BlueCross Youtube Channel.

The wellness program "Pack Them Up Well" focussed on building residents' emotional resilience and physical strength as well as reinforcing how much each of them was valued by their community.

Final planning for the new residence is underway, and will be outlined on the BlueCross new developments page on the BlueCross website.

To watch the Pack Them Up Well video, search for BlueCross Melbourne

on **YouTube** 



Newly Opened Day Respite Centre at BlueCross Livingstone Gardens

The Livingstone Centre is filled with activity, as clients experience for the very first time the benefits and convenience of the dedicated respite program within Livingstone Gardens.

Day respite can provide clients and their carers more flexible options that better suit their lifestyles. Approaching the festive season, carers may need to do some shopping, attend a special event or just have a moment to themselves. They can participate in a range of activities and therapies to suit their interests and needs.

Clients also have the opportunity to meet new people and expand their friendships all in the new environment of BlueCross Livingstone Gardens. Day respite clients have access to all the amenities of the residence including the terrace for outdoor activities, library, cinema and café.

For fees, opening hours and bookings call

1300 133 414



BlueCross Livingstone Gardens in Vermont South



Enjoying the library at Livingstone Gardens



Playing cards at the BlueCross Day Respite Centre

At our residences

Hansworth's sisters keep on making our day!



Lillian Eltringham, 100 and Doreen Sanders, 95 have been sisters for almost a century.

Both residents of BlueCross Hansworth, the ladies enjoy spending most of their time together. With youthful laughter they often reminisce over their special life moments like it were only yesterday. The sisters also enjoy creating new memories, as they are always the first ones to get up and dance, go on a trip or take part in a fancy dress day!

Doreen and Lillian share an incredibly special bond, that over the years has only grown stronger. Often the sisters will sit in each other's room chatting away like a couple of teenagers. Staff like stopping by to visit and watch their special interaction, being reminded of the special bond we share with our siblings.



Lillian with her sister Doreen at a recent trip with BlueCross to Healesville Sanctuary



Sisters sharing a laugh on 'Talk Like a Pirate' day



Doreen's wedding photo with her sister Lillian who was her maid of honour

Commonwealth Bank volunteers visit Cresthaven

Commonwealth Bank employees swapped a day in the office for a day with the wonderful residents of BlueCross Cresthaven. Resident Yvonne Maher, who is known for her green thumb asked one of the volunteers to help her replant the herb garden, the results are now a beautiful thriving garden bed. The Chef at Cresthaven is looking forward to using the herb garden to make fresh pesto for the residents. Volunteers also helped cook a BBQ which was enjoyed by residents, volunteers and staff.

The volunteers spent the afternoon with residents participating in flower arranging and cake decorating activities. Commonwealth Bank Team Leader Rachel said that volunteering gives their staff an opportunity to better understand different social aspects of the community.

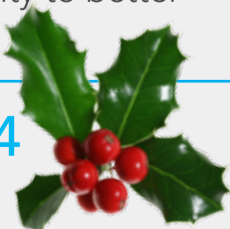


Commonwealth Bank Volunteer with Yvonne Maher



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

www.bluecross.com.au



AVONDALE HEIGHTS

CROYDON

KEW

MILL PARK

MULGRAVE

SURREY HILLS

TOORAK

CHELSEA

GLENROY

KILMORE

MOOROOLBARK

SANDRINGHAM

TEMPLESTOWE

VERMONT SOUTH

CHELTENHAM

HEIDELBERG

MALVERN EAST

MOUNT WAVERLEY

SUNSHINE

TEMPLESTOWE LOWER