

## Vasey RSL Care Receives AACQA Award for Fourth Year

We are very proud to announce that Vasey RSL Care has received the 2016 AACQA (Australian Aged Care Quality Agency) Better Practice Award for the program 'A Life With Meaning' at ANZAC Hostel.

Research shows that a sense of meaning or purpose in life has strong positive effects for people of all ages. To retain health and happiness in older age, it is important that aged care residents should continue to have meaningful experiences in their lives.

We consulted with residents to explore and identify what would provide meaning or purpose, and out of this, we discovered twelve separate types of purpose:

- Achievement and contribution
- Expression and wisdom
- Health and independence
- Involvement and freedom
- Teamwork and winning
- Challenge and learning
- Giving and helping
- Belonging and inclusion
- Stimulation and appreciation
- Faith and uniqueness
- Fun and individuality
- Connection and friendship

The lifestyle program was reassessed in light of the new information, and activities were designed to ensure that they each promoted one or more kinds of purpose.



Staff underwent professional development so that they could identify different kinds of purpose for each resident and then be able to help residents recognise and achieve these feelings.

"We've been very excited by the results of this program," said Residential Manager at ANZAC Hostel, Svetlana Polianskaia. "Residents report that they have been more active and involved, whilst staff are getting more job satisfaction through a better understanding of the residents' needs and what makes them tick."

"The Better Practice Awards provide independent confirmation of the quality of care that we are providing to our community," said CEO, Janna Voloshin. "I'm very proud of this achievement."

## Saluting Excellence Awards Now Open

Nominations are now open for Vasey RSL Care's Saluting Excellence Awards, recognising staff achievements.

The annual awards are part of our Employee Recognition Program and formally acknowledge staff members who exemplify excellence in their role to support our community - and in doing so, they inspire others.

Nominations are invited from residents, clients and their family members, from colleagues and managers, to seek out worthy award recipients.

Do you know a Vasey RSL Care staff member who makes a genuine difference each day? If so, please visit [www.vaseyrslcare.org.au/awards2016/](http://www.vaseyrslcare.org.au/awards2016/), where you will find the Nomination Form, category details and award criteria.

If you don't have Internet access, you'll find details at all of our locations - please ask at reception.

**Note:** closing date 26 September 2016.

## From the CEO

Over the last few months, the restructuring of our Home Care Program has progressed well. As part of the new model of service delivery, it is my pleasure to welcome our new staff members who have been appointed as Care Advisors and Service Coordinators within the Home Care Program team.

Care Advisors bring a range of clinical skills to the organisation: psychology, social work, nursing and occupational therapy skills have been added, so the team can provide specialist advice to assist clients with diverse needs. Service Coordinators are always at the end of the phone and ready to arrange service and support needs for clients.

We are currently finalising the online and printed information and I am grateful to our home care clients and members of the Cheltenham Village Social Club, who looked at the drafts and helped us ensure the information is clear.

Nothing we do at Vasey RSL Care would be possible without our wonderful staff. We want Vasey RSL Care to be the best workplace it can be, and to achieve this, we are conducting an extensive workplace cultural survey. All staff will be asked to provide honest feedback on how we can improve, and how we can continue to attract and retain the best people to our teams. The survey will be conducted by an external facilitator and staff confidentiality is guaranteed.

I am also excited about the 'CEO Message in a bottle', which will be a direct conduit for staff to have a way of sending ideas and suggestions for improvement, (confidentially and anonymously) directly to me.

Building awareness of our organisation within the ex-service and local communities continues, with attendance at the RSL State Conference in July, and with a new advertising campaign at cinemas across Melbourne which began in August and runs for a year.

Veteran's Health week (22-30 October) is a significant event on our calendar and we are working with DVA to organise numerous activities to promote 'social connection' at our residential homes and independent living villages. We would like to thank our ILU residents for responding to our survey on proposed activities and we look forward to a great program.

As part of our commitment to demonstrating our



appreciation of the service of veterans, we have met with a number of Vietnam and Korean veteran residents to hear and document their personal stories. I was present at two interviews and I was very moved to hear first-hand of their war-time experiences, what they are still going through and how significant Vasey RSL Care has been in their lives, providing both security and peace of mind.

On a more personal note, September 2016 is Dementia Awareness month, and Alzheimer's Australia will be conducting many events and lectures to improve Dementia awareness. Dementia is a very difficult and personal issue for me as I have first-hand experience of what sufferers and their families go through. Having looked after my mum at home for the last four years, I was recently faced with the reality of her rapidly declining condition and the need to find residential care for her. After comparing facilities, I decided there was no question that mum must go into a Vasey RSL Care home. Mum is now being cared for at Vasey Brighton East by the amazing staff in the Castlefield Unit. I would like to share with you as a daughter, not as a CEO, that Vasey RSL Care has great, caring and committed staff working in this challenging aged care environment, and I am very thankful to them.

Janna Voloshin, CEO



# Vietnam War Commemorations

For veterans of the Vietnam War, Vietnam Veterans' Day on 18 August held special significance this year, being 50 years since the Battle of Long Tan, just a few months after the first soldiers of the 6th Battalion, Royal Australian Regiment (6RAR) arrived in South Vietnam.

In August 1966, with Australian forces building up, the Viet Cong decided to attack their base at Nui Dat. On the night of 16 August the Australians came under fire and expected an assault to follow but none came.

The following two days, patrols went out in search of the enemy, and on 18 August, D Company came under attack in the Long Tan rubber plantation amid a torrential downpour.

Surrounded and short of ammunition, they called for help. Two RAAF helicopters flying at tree-top height dropped ammunition, and blankets for the wounded.

The survivors of D Company, with reinforcement from New Zealand's 161 Field Battery, Australian 103 and 105 Field batteries and a United States battery went on to inflict heavy losses on the Viet Cong. As the fighting continued, B Company and A Company went by 3 Troop 1 Armoured Personnel Carriers to back them up.

The Viet Cong had been massing for another assault but on seeing the reinforcements, they retreated.

The following day it became clear how many casualties the Viet Cong had suffered: the Australians counted 245 enemy dead and evidence that others had been removed. Information from prisoners suggested that the 108 soldiers in D Company had faced 2,500 Viet Cong.

## Thank You!

We would like to say a big thank you to everyone who made a donation to the new electric piano purchased for the Cheltenham Independent Living Village.

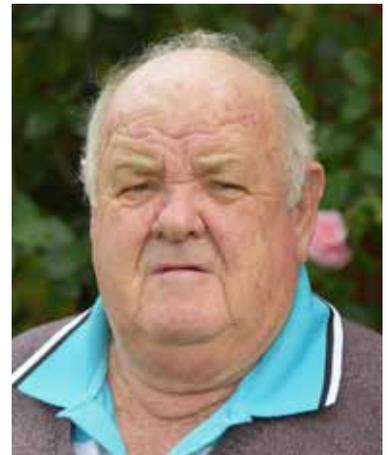
We received funding from the Department of Veterans' Affairs and a number of individual donations to cover the costs. The piano was installed just in time for the opening of the new units at the end of April, and the Village Singers put it to good use with Margaret at the keyboard (pictured left).

Eighteen Australians were killed in the battle, and 24 wounded.

Vasey RSL Care has the privilege of providing accommodation and support to a large number of veterans and war widows, either in our residential homes or in our independent living units.

Barry Earle (top right) and Kevin Brady (right) are two veterans who survived the Vietnam war and have told us about their experiences. Read about them on our website:

[vaseyrslcare.org.au](http://vaseyrslcare.org.au)



## Saluting Excellence Staff Conference: Sponsor the Conference!

Thursday 10 November, Fenix Restaurant, Richmond

The Saluting Excellence Staff Conference celebrates the care and support that our staff give every day to clients and residents.

We invite sponsorship from companies with a close and valued working relationship with Vasey RSL Care: in return, we will provide maximum recognition of your support.

**Contact Fran on 9810 5500 for sponsorship assistance.**



## Cheltenham Residents Settle In

The ten new units at the Cheltenham Independent Living Village - officially opened on 29 April - were all fully inhabited only a couple of weeks later. We are very pleased to hear that new residents are happy in their new homes.

"We have had some lovely letters and cards from the residents, who have told us how much they appreciate the help they have received throughout the moving process," says Janna Voloshin, CEO.

"I'm pleased to hear that they are getting to know their new neighbours and fitting into the life of the village."

One resident said, "I have joined the social club, been welcomed into the choir, attended the social hour, tried my hand at bingo and even had a win!"

Another told us, "I feel so grateful to be here in this lovely unit, where I am enjoying the comfort and security it brings with it."

We would like to thank all the Cheltenham residents for giving them such a warm welcome.

## Golden Days FM Interview

Lee-Anne Suryan, General Manager Aged Care Services at Vasey RSL Care, has been on Golden Days FM recently.

Lee-Anne (pictured) was interviewed by Ian McCleod (right) for the Community News, and talked about the care options we offer to the general public and our strong links to the ex-service community.

Golden Days FM caters for the 50+ listener, with a variety of music programs, mainly focussing on the 1930's through to the 1960's, interspersed with information for seniors.



Earlier this year, Sandra Butler, Centre Coordinator at the ANZAC Day Therapy Centre in Brighton organised for clients to have Golden Days FM play their requests on 'Music from Home'.

## VETERANS' HEALTH WEEK

Social Connection - participate connect influence

22-30 October 2016



We have an exciting schedule of events planned for our ILU villages for Veterans' Health Week this year.

The theme is 'Social Connection', and the goal is to promote health and wellbeing, both physical and mental.

Thank you to those ILU residents who returned questionnaires: the activities will cater for as many of your preferences as possible.

To ensure that residents of smaller villages do not miss out, we will be offering either a small selection of events, or opportunities to go to a nearby village.

Full details will be posted out to all ILU residents and we hope to see you take part in these FREE events between 24 and 28 October.

**Please put the dates in your diary!**

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Brighton East 3187  
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63 Edwin Street  
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03 9457 5933

**Vasey House**  
5 Tower Avenue  
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Residential Aged Care • Home Care • Independent Living Units • Day Therapy Centre