



Staff Survey Results: “One of the best outcomes”

In spring last year, Vasey RSL Care took the major step of employing an external company to undertake a staff survey to provide an independent assessment of the organisation’s culture.

Best Practice Australia (BPA) is a specialist research company focusing on the investigation and measuring of organisational culture. Over the past 25 years, over half a million people have undertaken their research surveys in over 900 organisations.

“This survey is an important step for the organisation,” says Janna Voloshin, CEO. “We are opening ourselves up to self-assessment and we had to be willing to hear comments, views, suggestions and criticism.”

Over 77% of the 506 Vasey RSL Care staff members participated in the survey and over 46,000 individual pieces of data were collected.

The results of the survey have been excellent, with BPA reporting that, “the outcome is one of the best we’ve seen”.

“This makes me feel very proud of our organisation,” says Janna. “I’m proud of how our staff feel about Vasey RSL Care and of what the people in their care mean to them.”



Vasey RSL Care staff listen to the guest speaker at the Saluting Excellence Conference.

“Engagement” is a measure that BPA uses to determine how committed and involved staff are in the organisation: these go from a culture of blame in the worst situation, through reaction and consolidation to ambition and finally success.

“This is the first time that we have undertaken this type of assessment and we have achieved an engagement rating of ‘Success’,” says Janna. “We are thrilled with this outcome! It is confirmation of the excellence that we aspire to, and I would like to thank every staff member for what they do each day to help improve the lives of those we care for.”

Australia Day Honours

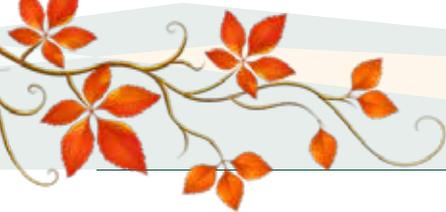
Patron of Vasey RSL Care, the Honourable Linda Dessau AM (pictured right) has been awarded the Companion (AC) in the General Division of the Order of Australia. It was awarded for eminent service to the people of Victoria through leadership roles in the judiciary, to the advancement of economic ties and business relationships, and as a supporter of charitable, sporting and arts organisations.

Long-standing Board Member, Dr Robert Webster (pictured far right) has been awarded the Medal (OAM) of the Order of Australia in the General

Division, for service to veterans and their families, and to the community of Victoria.

We are delighted that their work and service have been recognised in this way and add our sincere congratulations.





From the CEO

It's a great pleasure to give good news, and the results of our first ever staff survey and assessment of our organisational culture are certainly good news!

Of course, we must not be complacent. Whilst excellent, the results do leave room to improve: they showed that 70.5% of respondents are fully engaged, in comparison to a benchmark of 47% in residential services and 48% in health and community services. This is outstanding. Now we need to work out why 29.5% are only partially engaged.

Similarly, while 83% of respondents said that 'Vasey RSL Care is a truly great place to work', that means that 17% were not so sure.

The survey provided a vast quantity of information, and over the past few months, we have continued to analyse what it means. Using this information, we will strive to improve further.

In January our residential homes celebrated Australia Day and I would like to thank all those who supported our events - staff, volunteers, family members, and once again, the wonderful Vietnam Veterans from around Mornington Peninsula who put on the Australia Day barbecue at RSL Park in Frankston South. We are indebted to John Biles and his team for doing such a wonderful job each year.



In February, our residents proved to us that love was very much in the air. A number of couples have been together for 70 years and their love is still as strong as ever, as shown by their romantic photos. (If you missed these, you might like to join our Facebook community.)

Our organisation is wholly committed to evidence-based practice and innovation to improve the lives of those in our care. At Vasey Brighton East last year, staff initiated the 'Music & Memory' program, using personalised music to bring back memories, especially for those whose lives are affected by memory loss.

Thanks to a very generous donation from Bentleigh RSL of 40 iPods and 40 sets of headphones, this program has had a wonderful boost and is now able to cater for many more residents (see back page).

Thank you to everyone who contributes to Vasey RSL Care and helps work towards excellence in care across everything we do.

Janna Voloshin, CEO

Legacy Looking for New 'Legatees'

Legacy is seeking new volunteers, known as Legatees, to help care for the widows or families of veterans who have given their lives or their health for Australia.

There are around 70,000 families supported nationwide by Legatees. Each Legatee is assigned a number of Legacy widows or families, to help deliver

hands-on practical support such as referring them to assistance programs and financial assistance, or social

inclusion and wellbeing options. They are trusted confidants to widows and mentors to children.

RAAF Flight Lieutenant Dee Cherry (pictured at a Legacy event) became a Legatee in late 2015.

"I like that I am able to volunteer in a way that is in keeping with my service values," Legatee Cherry said.

"I feel like Legacy provides a Defence Force member with the chance to help our mates once they leave the service by virtue of helping look after their family."

Legacy provides Legatees with training, development and ongoing support through local branches.

Interested?

Call Legacy on 03 8626 0500 and speak to Ken or Rachel.





Courtyard Named After Jessie Mary Vasey

The War Widows Guild Australia (Vic) recently made a very generous donation to Vasey RSL Care, to renovate and replant one of the courtyard areas at Vasey House in Bundoora.

Vasey House was built in 1997 and extended around 10 years ago: it is home to 90 residents. The home was purpose-built with gardens and courtyards surrounding the wings, allowing light and nature into every corner.

Last year, we were delighted to be notified that the WWG had decided to make a substantial donation for the installation of new automatic doors to one of the courtyards, and for the redevelopment of the space.

In gratitude to the WWG, the courtyard was officially reopened on 21 February, and named in honour of their founder, Mrs Jessie Mary Vasey.



Above: CEO Janna Voloshin (2nd from right) with members of the War Widows' Guild committee (from left), Gail Best, Margaret Miles and Wendy Charlton.

Left: a plaque commemorating Mrs Vasey was unveiled by Margaret and Janna. See www.vaseyrslcare.org.au for more photos

Feeling Creative?

The Story Writing and Art Competition (SWAC) run by DVA opens for entries on 3 April.

There are categories for poetry, story writing, painting and craft, for all skill levels.

Entry is open to current and ex-service personnel and widows/ widowers, as well as spouses, children and grandchildren.

Don't hide your talents! Put them to use and enter this year's competition. No charge to enter. Great prizes.

More information:

Siobhan Hodgins, **T:** 9496 2290 or (country) 1800 134 864, **E:** SWAC@austin.org.au

Tell a Friend and Win!

Home Care

Do you know someone who would benefit from Home Care?

'Home Care' supports older Victorians to stay in their own home, with the assistance they need to feel confident.

FREE Movie Tickets

As a token of our thanks, for each person you tell us about who takes up our Home Care service, we will send you a free double pass to the movies.

Simply call our Home Care Team on 03 9810 5500.

Thank you

We appreciate your help in telling others about the Vasey RSL Care - Home Care service.

Home Care Team
T: 03 9810 5500





Bentleigh RSL Supports Music & Memory Program

Staff at Vasey Brighton East were delighted to receive some help with their 'Music & Memory' program, which aims to use music to reawaken memories. Staff create a personalised play list on an iPod to evoke memories for the individual listening.

The program received a huge boost when Bentleigh RSL donated 40 sets of headphones and 40 iPods.

Pictured: Ian Butcher (rear); left to right, Janna Voloshin, Sylvia Lindsay, Margaret Richardson, Ben Richardson, Anna Borkowska; front, Jason Starr-Nolan.



Senior MasterChef Annual Challenge - July 2017



If it seems like it's not long since the last Senior MasterChef contest, you're right! Instead of October, this year's contest will take place in July.

In the last few years, Senior MasterChef has brought us The Lamington Challenge, Christmas Cakes, ANZAC Biscuits, a Birthday Cake fit for a Queen, the Melbourne Cup and lastly the theme of 'France' in

commemoration of the centenary of the war on the western front.

This year's theme is 'Christmas in July'.

We are looking forward to the presentations and culinary entries created by our talented residents with facilitation from our enthusiastic Lifestyle Staff.

Vasey RSL Care: Senior MasterChef
There's more at stake than cake!

Will You Sponsor a Furry Friend?



Vasey Brighton East has a new furry resident! *Biscuit* is an animated golden retriever that responds to voice and touch by

interacting just like a real dog. He is already popular with residents and is especially helpful to those with

memory loss who have been used to having pets in their life - we would love to have them available at all our homes!

They are only available on Internet auction sites and sell for between \$100 and \$500.

Would you like to sponsor one?

Make a donation by calling 1300 602 108 or visit www.vaseyrslcare.org.au/donation-form/.

Thank you!

Vasey RSL Care Ltd ABN 88 109 464 360

Registered Office: 172 Burwood Rd, (PO Box 203), Hawthorn Vic 3122 T 03 9810 5500 E office@vaseyrslcare.org.au www.vaseyrslcare.org.au

ANZAC Hostel
21 Downes Avenue
Brighton 3186
03 9596 7485

RSL Park
85 Overport Road
Frankston South 3199
03 9787 2844

Vasey Brighton East
709-723 Hawthorn Rd
Brighton East 3187
03 9519 3400

Sir William Hall Hostel
63 Edwin Street
Ivanhoe 3079
03 9457 5933

Vasey House
5 Tower Avenue
Bundoora 3083
03 9466 9615

Residential Aged Care • Home Care • Independent Living Units • Day Therapy Centre