



Vasey RSL Care Residents Attend Victorian Premier's ANZAC Day Lunch

It is a great honour to be invited to attend the annual Victorian Premier's Anniversary of ANZAC Day State Luncheon and a group of veterans from Vasey RSL Care were very pleased to accept the invitation.

General Manager Veteran Services, Chris Gray was accompanied by veterans from our Ex-Service Accommodation: Ian from Bell Park Geelong, Lauren from Cheltenham and Andrew from Frankston South, together with V Centre Program Support Worker (and veteran), Hew Colebatch.

Pictured (from left): Ian, Hew, Chris, Lauren and Andrew.

Andrew reconnected with a colleague he had served with in Canberra as part of the Federation Guard, while Hew reminisced about supporting MPs with The Hon Natalie Suleyman's senior staff.

As an ex-service organisation supporting the veteran community, it is an honour to take part in this annual commemoration of the bravery and sacrifices of our veterans, in the lead up to ANZAC Day.

Right: Victorian Premier Jacinta Allan MP with Vasey RSL Care Geelong ESA resident, Ian.



'Bonza Bunch' Feature in The Australian

Readers of 'The Australian' newspaper may have seen two recent articles featuring residents at Vasey RSL Care Brighton: Associate Editor, Jamie Walker, wrote about six of our residents 'who did extraordinary things to save Australia during World War II'. He coined the phrase, the 'Bonza Bunch', picking up on a term used by one of the group – Audrey, "Make sure you use that word," she told him. "You don't hear it these days."

Betty Cooper, Ralph Butcher, Annie Overs, Marie Laurenceson, Audrey Baker and Frank Bristow generously gave their time and views for this article honouring their service in World War II.

Just a few weeks later, a second article, 'Time waits for no man', paid tribute to Ralph and Frank who both passed away shortly after ANZAC Day. May they rest in peace.

From Our CEO

This quarter has been something of a roller coaster with celebrations and commemorations, excitements and disappointments.

ANZAC Day

Our residential homes put on their usual high standard of commemorative services to honour and remember all who have served, past and present. I was able to attend the Frankston South service and members of our Executive Management Team and Board of Directors attended at Brighton, Brighton East and Bundoora. I'd like to commend our staff for the respectful and dignified services they arrange – something we have now come to expect, but is not taken for granted.

Prior to ANZAC Day, we were very pleased to welcome Federal Member for Dunkley, Ms Jodie Belyea MP on a visit to our Frankston South Aged Care home and she was very happy to join residents in making ANZAC biscuits.

We were equally pleased to welcome Local State Member for Bundoora, Mr Colin Brooks MP to our Bundoora Aged Care home where he took a tour before also joining residents to make ANZAC biscuits – using resident Marie's special recipe.

We took this opportunity to show him the site and the plans for the 20 new Bundoora ex-service accommodation units on the adjacent land: we hope to break ground on these in the next few months.

The V Centre Veteran Empowerment Program

The V Centre has now been open for nearly five months and has reached more than three-quarters capacity. Our plan was to have The V Centre fill at a measured pace and this has worked well, although we are a little ahead of what we had planned.

Every time I visit The V Centre, I'm moved by the positivity and sense of purpose that fills the air. Each participant brings a unique story of courage and resilience, despite the challenges they've faced. This is an incredible group of individuals, diligently working to rebuild their lives, and making significant progress each day. Their contributions to our country are immeasurable and I'm confident they will continue to achieve great things: we are here to support them on their journey to recovery and beyond.

Annual Staff Saluting Excellence Awards

Our staff are at the core of our organisation: they are the ones who serve, encourage, support, care for and assist our community of aged care residents, home care clients, ex-service accommodation residents and V Centre veterans and often also their families,



and each other. I am proud of our staff culture and the way our Mission, to 'Serve Those Who Served' is demonstrated.

Our annual Saluting Excellence Awards are one way that we can acknowledge the quality of the work they do and the ways in which they uphold our Promises to our community.

So I'd like to call on you to nominate a staff member for an Award. You can nominate more than one if you wish to. Nominations are important: they show that their work has been noticed and appreciated. So please consider the interactions you've had with staff and make sure our very caring and conscientious staff are recognised. Nominations open in early July so please look out for details in the coming weeks.

Centenarians at Vasey RSL Care

I recently discovered that across our four aged care homes, we have 21 centenarians! Furthermore, we have 11 residents in their 100th year. Considering that life expectancy in Australia is 83.3 years, this is remarkable. It speaks volumes about the resilience and strength of our community – as well as their care!

Budgets, Acts and Commissions

The State and Federal budgets have been delivered, and disappointingly, Vasey RSL Care's submissions have been unsuccessful. Times are difficult and it is reasonable to expect cost-of-living pressures to be the main priority. We will continue to lobby for support for our programs and we are confident that funding will be sourced to ensure we can fulfil our commitments to our community.

We now have confirmation that the delayed new Aged Care Act and Quality Standards will not come into effect until 1 July next year, and we await the Royal Commission into Defence & Veteran Suicide's final report in September. In the meantime, we will continue to support our community in every way possible.

**Janna Voloshin,
Chief Executive Officer**

A New Feature at our Frankston South Units

Local artist, Sheldon Headspeath, has designed and painted a mural at Vasey RSL Care Frankston South Ex-Service Accommodation, thanks to funding from the Frankston City Council.

This art installation has been in the works for five years plus, with the original idea coming from Frankston South ESA resident Jan: she suggested using this large blank wall to create an image that would represent the community living there.

After a few false starts and a global pandemic, we are delighted to finally reveal the results.

The mural depicts all three services, with a young digger representing the Australian Army, the Royal Australian Navy represented by a World War II female member of the navy - the WRANS - and planes representing the Royal Australian Air Force.

Sheldon, who is pictured top right with the mural in its early stages, is well regarded in the Frankston area for his work which covers a range of subjects. He often involves young people who are in need of a bit of support and guidance, and he encourages their creativity. Four young people were involved in this work.

The mural has had a great reception from Frankston South Ex-Service Accommodation residents, as well as people living in the area, with Sheldon reporting a number of 'toots' from passing cars, 'thumbs ups' from passing walkers, and positive comments from all.

We'd like to thank Jan for her determination to achieve this project and for her successful funding submission.

We are very grateful to Sheldon for his design and delivery of the mural. You can check out some of his other work at <https://www.instagram.com/sotamurals/>.



And to Frankston City Council, we say thank you very much for funding this work and making this long-term idea a visually striking reality.



“We are All Going to Die Someday...”

...but how do you want to live until then?”

This is the question posed by Palliative Care Australia during National Palliative Care Week, 19 to 25 May, with its campaign ‘Matters of Life and Death’.

The campaign aimed to deepen people’s understanding of palliative care and encourage action around end-of-life planning.

“As our population ages and levels of chronic disease increase, so does the demand for palliative care,” says Camilla Rowland, Chief Executive Officer, Palliative Care Australia (PCA).

“Our research points to a 50% surge in demand over this decade, doubling by 2050. This alarming data underscores the urgent need for us to proactively address the growing needs of Australians,” she said.

Palliative Care Australia was aiming to highlight the holistic nature of the palliative care that all Australians should be able to access. Their National Palliative Care Community Survey revealed that 90% of Australians believe end-of-life planning is important, but only 40% of people have done anything about it.

Reflecting on this, Palliative Care Nurse Practitioner, Peter Jenkin said, “People are death denying, we don’t want to talk about it because we are worried it will tempt fate, and I think there is a sense of – it’s going to happen to someone else, not me.”

National Palliative Care Week offers an opportunity to confront those fears and empower people to have

greater control when it comes to ‘matters of life and death’.

A new ‘Orange Heart’ is being used to represent palliative care and to symbolise care and friendship: “It is ‘heart-warming and encouraging’ and used as a symbol of ‘always being there for me’ – values that connect with palliative care,” Ms Rowland says.



Our Palliative Care Champions

At Vasey RSL Care we have a Palliative Care Champion at each of our aged care homes who can provide expert help and guidance to residents, their families and staff.

“We understand that death and dying is a difficult topic for most people,” says General Manager Residential Services, Corinne Lyon.

“The value of National Palliative Care Week is in raising the topic and encouraging us all to talk about it more openly.

“Our residential aged care staff play a critical role in delivering exceptional care and optimising quality of life: I encourage you to have a chat with our staff about this important topic – the more we talk about it, the easier it becomes.”

What is Palliative Care?

Palliative Care is:

High quality health care and support for people with life-limiting illness and their families.

Palliative Care is:

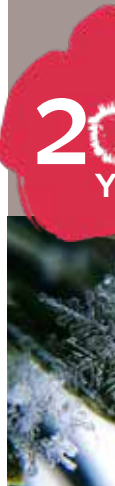
Holistic care that helps people to live as well as they can by managing pain and symptoms, helping maintain quality of life as illness progresses.

Palliative Care is:

A family-centred model of care where family, loved ones and carers can also receive practical and emotional support.

Palliative Care is:

About maintaining quality of life and is not about hastening death or prolonging life. The focus is on living as well as possible for as long as possible.



Baking ANZAC Biscuits Around Our Sites

In the lead up to ANZAC Day, there was plenty of baking going on. Here are some of these sessions...

ANZAC Day is an important day for our entire community and our commemorations focus on the service and sacrifices of our armed forces.

But on a lighter note, ANZAC Biscuits have a long and important role in the ANZAC tradition, so this year Vasey RSL Care held a number of baking sessions involving residents, V Centre participants, members of our Executive Management Team and government officials.

The V Centre

At The V Centre, CEO, Janna Voloshin, Senior Executive Officer, Tamara Paton and General Manager Veteran Services, Chris Gray teamed up with Jay, Damo and Shane for a 'bake-off', with Executive Assistant, Kelly Michelakis keeping things under control. The results were great. Quality testing by Damo and Chris.

Vasey RSL Care Frankston South

At our Frankston South Aged Care Home, Federal Member for Dunkley, Ms Jodie Belyea MP visited for a tour of our home and then joined in an ANZAC biscuit baking activity with residents.

Pictured, standing from left are Ms Belyea, Residential Manager Brian, Lifestyle Coordinator Ruwan, Senior Executive Officer Tamara Paton, with residents Geoff, Karen and Brenda seated, and below near right, Ms Belyea with resident Brenda.

Vasey RSL Care Bundoora

Local State Member for Bundoora, Mr Colin Brooks MP, visited our Bundoora Aged Care Home, where he had a tour and a look at the plans for the 20 new Ex-Service Accommodation units on the adjacent land, before putting on his apron.

Mr Brooks is pictured far right with resident Ian, and below, seated front right, with CEO Janna Voloshin, General Manager Veteran Services Chris Gray, Bundoora lifestyle staff members and expectant residents!

Resident Marie (seated front left) provided her special recipe for these ANZAC biscuits, and it will be appearing in our 20th Anniversary Celebration Recipe Book, 'Serving History With Love: a Vasey RSL Culinary Journey' (available soon).

Thanks to all who took the time to be with our community at this important time of year.



We will remember



Vasey RSL Care Frankston South:

ANZAC Day was commemorated at Vasey RSL Care Frankston South with a very moving service: we were honoured to have an address from Lieutenant Ryan Gilford from the Royal Australian Air Force and we were pleased to welcome CEO, Janna Voloshin who gave her ANZAC Day message. General Manager Residential Services, Corinne Lyon laid a wreath in memory of all who have lost their lives in service.



Vasey RSL Care Bundoora

Residents at Vasey RSL Care Bundoora commemorated ANZAC Day with a service supported by ADF representative LT Benjamin Ivers who gave an address, bugler Kit from Parade College, and piper David Cretney playing the bagpipes. We were also honoured to have resident and Vietnam Veteran, Laurie give a speech (pictured right).

Representing the Board of Directors, Board Member Tracey Bannan attended with her father Arthur Connell, Senior Vice President of Watsonia RSL. With Chief Financial Officer Milka Underhill, residents, staff, families and volunteers, she laid a wreath in honour of all those who lost their lives in service.





Vasey RSL Care Brighton East:

Thank you to all who contributed to our service: for the beautiful handmade decorations, poppies, delicious homemade ANZAC biscuits, freshly picked rosemary and items for our Memorabilia display.

From our Board of Directors, we welcomed veteran Lucy Saaroni, and from management, Senior Executive Officer, Tamara Paton.

Residents Harold and Geoff spoke with first-hand knowledge while Cecil, David, and Garry laid wreaths. Colonel David Collins gave the address, and Conor from St Leonard's College played the trumpet beautifully.

This was Rev Kevin Pedersen's last service with us and we thank him for all he has done for us over many years: we hope he enjoys his well-earned retirement.

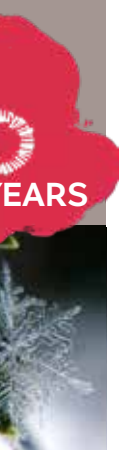


Vasey RSL Care Brighton:

For ANZAC Day at Vasey RSL Care Brighton, we gathered in the warm dining room to commemorate this important day. Special guests were Peter Corfield from Beaumaris RSL, Vasey RSL Care Board Member Tony Carr and General Manager Community Services, Richard Davey.

During the service, we had a reading by Barbara, and two of our centenarians, World War II Veterans, Ralph and Annie laid a wreath. This is especially meaningful with Ralph passing away, aged 105, just a couple of weeks later.

We also had a display of military memorabilia for residents to enjoy. After the service everyone enjoyed scones with jam and cream and ANZAC biscuits.



Residential Round Up

Farewell Svetlana

Svetlana Polianskaia has been Residential Manager at our Brighton Aged Care Home for just short of 15 years, keeping the 'ship afloat' during the challenges of COVID. In the last couple of years, she and Jane Jones have been job-sharing the role, but the time has now come for her to move onto the next chapter of her life.

Thank you to Svetlana for your loyalty and service to our community and very best wishes for your future endeavours from everyone at Vasey RSL Care.



Coffee Shop Back in Business

We are very happy to report that thanks to a new volunteer, Greg, we have been able to reopen our Coffee Shop at Vasey RSL Care Brighton East.

Opening on Mondays and Thursdays from 10am to 2pm, drop by for a great coffee!



Virtual Reality Brings New Lease of Life

Have you experienced Virtual Reality? Resident Ken at Vasey RSL Care Brighton gave it a go and is now hooked on virtual travel.

He has been experiencing trips around the world – two per day – and seeing corners of the globe he never imagined he'd reach. Sometimes he takes other residents with him on his virtual travels.

Filling in one of our **Have Your Say** forms, Ken told us:



"I love, love the virtual travel. It's so good and I love it. I'm keeping a record of all the places I have been to. Thanks so much".

Enhanced Hearing System

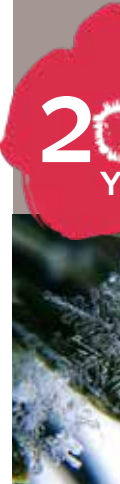
At Vasey RSL Care Frankston South, in response to residents requests for an improved speaker system and acoustics in the Recreation Room, hearing loop technology has been installed. This assists hearing impaired residents to clearly hear and understand what is being said in communal activities.

The system includes a speaker, microphones and neckloop receivers and connects the speaker system directly into the residents' hearing aids. Residents hang the neckloop receivers around their necks and switch their hearing aids to telecoil mode. The system transmits an audio signal using a magnetic wireless technology that is picked up by the hearing aid.

"I'm pleased we've been able to respond to residents' needs and help improve their quality of life and participation in group events," says Frankston South Residential Manager, Brian Searle.

Knit4Charities Donations

We would like to thank the knitters and crocheters from the Knit4Charities group for providing all our aged care homes with beautifully hand-crafted rugs, shawls and bed jackets. Thank you to Frankston South ESA resident Jan for coordinating this program (in blue below with Brighton East Residential Manager Carol Hamilton and residents with some of the donations) and to Knit4Charities Peninsula Coordinator Janine.



Help Promote Positive Change in Aged Care

Ensuring all residents in our community can provide input into their care and services leads to better experiences and improvements that benefit all: would you like to be part of this important process?

The Australian Government's Aged Care Quality and Safety Commission (ACQSC) is a federal government body that protects and improves the safety, health, wellbeing and quality of life for people receiving aged care services.

All age care providers are required to set up two types of Advisory Bodies: Consumer Advisory Bodies and Quality Care Advisory Bodies.

Consumer Advisory Bodies

A **Consumer Advisory Body** collects feedback from members and shares it with the provider: the provider must consider all feedback when making decisions and must report back to the Consumer Advisory Body on how the feedback was considered.

Joining a Consumer Advisory Body means you can share your concerns and ideas with those in charge of your (or your loved one's) care.

We have a Consumer Advisory Body at each of our four Aged Care Homes. Feedback from these goes directly to our Board of Directors, giving residents an unimpeded voice to our governing body.

The Consumer Advisory Bodies build on our multiple feedback channels, such as regular Residents Meetings, Consumer Engagement Forums, annual resident surveys and our 'Have Your Say' system.

Quality Care Advisory Bodies

A **Quality Care Advisory Body** must report in writing at least every six months to the provider's governing body (the Board) about the quality of care provided.

The role of members of this body is to focus on macro issues and trends (rather than individual issues or feedback) and opportunities for improvement.

The Quality Care Advisory Body must have a minimum of three members and must include one who is key personnel with appropriate aged care experience, one who is directly involved in the provision of aged care and one who represents the interests of care recipients - this can be a resident, a member of the Consumer Advisory Body or a consumer advocate.

Your Voice Matters!

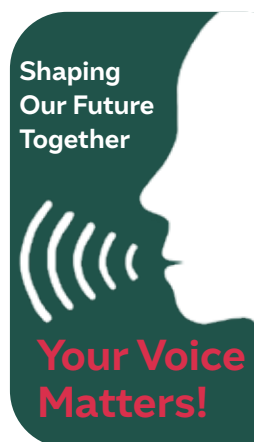
We are calling for new members of our Consumer Advisory Bodies and Quality Care Advisory Body.

Are you a resident or a family member who would like to be part of a Consumer Advisory Body? Do you feel you could help identify problems and improve care?

If so, we would love to hear from you. Please contact the relevant RM or General Manager.

More info: <https://www.agedcarequality.gov.au/older-australians/consumer-advisory-bodies>

Below: Vasey RSL Care Bundoora's Resident Meeting



Reminder: Food Services Feedback

Our food services provider, Medirest, offers a simple way for residents and family members to provide feedback on residential aged care food services.

The system is available in dining rooms where Medirest staff can assist. Alternatively, simply scan the QR code shown here to access the system.

All feedback is collated and reports are sent to the

Residential Managers every month.

If a complaint is received via the system, the Medirest team is alerted and will look into the situation and provide a response.



End-of-Life Directions in Aged Care

Staff from Vasey RSL Care Frankston South were selected to present their End-of-Life care improvement program to 150 other participating organisations at the End-of-Life Directions in Aged Care (ELDAC) Linkages Program Showcase in Canberra on 7 June.

The ELDAC Linkages Program is a facilitated palliative care and advance care planning initiative that aims to improve the quality of end-of-life care for all older Australians in aged care.

Vasey RSL Care has been working on this project for the past six months led by Clinical Quality Manager, Lisa O'Driscoll and staff members Shelly Nayyar, Hardeep Kaur and Sofia Ali.

"We are delighted that our Frankston South team has been selected to present their work at the Showcase event", said General Manager Residential Services, Corinne Lyon.

"The Showcase is an opportunity for the team to share their experience and success in improving palliative care



for residents with participating aged care services and key sector representatives from across Australia."

Duke of Edinburgh Bowls Shield Winners 2024

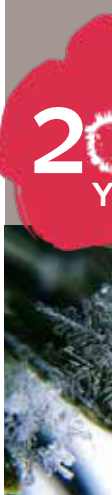
The Duke of Edinburgh Shield is the annual state competition for the RSL Victoria Bowling community, with around 1,600 bowlers participating at 15 locations in regional Victoria and just over the border into NSW.

This year, congratulations go to Queenscliff RSL Bowling Team who took out the section win in glorious weather at Rich River (pictured) and were the overall winners.



Vasey RSL Care are proud to have been major sponsors of the Duke of Edinburgh Bowls Shield for a number of years.

We will be attending the official presentation ceremony in Queenscliff later this year to meet the winning team and present their prize.



'Share Our Care' Today!

Share
Our
Care:

Refer
a
Friend!

What could be a better gift for someone you care about than to ensure they receive the care they need?

Beginning 1 June 2024, our 'Share Our Care' Referral Program will reward you and the person you refer to us with a \$100 Gift Card each!



It is well known that word-of-mouth is the best possible recommendation: so we are asking our community to refer our **Home Care** to friends or relatives over 65 who could use a bit of assistance at home.

Either, fill in the details opposite and return this to us and we will get in touch with your friend/relative (please make sure you have their permission):

Or, fill in **your** details, pass this page on to your friend or relative, and when they contact us, we will note down your details as the referrer.

When the person you have referred signs up with our Home Care, we will send you both your \$100 Gift Cards!*

'Share Our Care' Referrer (Your) Details:

Name: _____

Phone: _____

Email: _____

I would like to refer my friend/relative for Vasey RSL Care's Home Care:

Name: _____

Phone: _____

Email: _____

Veteran: Yes: ___ No: ___ Don't know ___

I have read and noted the Terms and Conditions.

Return to (no stamp required): Vasey RSL Home Care, Reply Paid 88355 Hawthorn VIC 3122.

*** Note:** full terms and conditions can be found on our website: www.vaseyrslcare.org.au

"It makes my heart sing!"

Volunteering at Vasey RSL Care

We have a wonderful group of volunteers who help us with a range of tasks and activities. Their support is incredibly valuable to the organisation - it really makes a difference to people's lives. This is especially true in our residential aged care which is where the majority of volunteers offer their help.

What do volunteers do?

Volunteers help with a huge range of things (depending on their preferences and talents) including craft, painting groups, cooking, bus outings, playing music or singing, bingo, Happy hour, men's groups, barbecues, 'Big Bob's Bowls', Veteran support, drumming, decorating, footy tipping, nail-painting, photography, gardening, library, one-on-one time, hymn singing, knitting group, walking group, pet therapy visits and much more! These vary by site.

We have some vacancies for new volunteers to join our team and we are asking you to think seriously about putting your hand up. Please contact the Lifestyle Team at your preferred site to find out more.

"I decided to start volunteering when I reduced my work hours. It was something I thought I could do to give back to my community.

"I teach an art class fortnightly at Vasey RSL Care Bundoora. Little did I know how rewarding it would be, it just makes my heart sing.

"The residents smile during their class, they chatter away and most times after the class has finished, they stay, they continue to chat and laugh.

"They are so appreciative of me offering my time to teach them. I know they also love it when I bake and share it with them.

"Often they ask what I've seen in the nature world. I share my photos with them and this keeps them connected to the nature world just outside their door.

"They always thank me before I leave: sometimes I think I should be thanking them."

Cheryl



Share Our Care: Refer a Friend!

'Share Our Care' Today!

Happy with the Home Care that you or your loved one receives? Then why not refer a friend to our Home Care Program!



- ✓ We'll thank YOU with a **\$100 Gift Card** AND
 - ✓ Thanks to you, your friend will also receive a **\$100 Gift Card** (plus the care they need)
- What could be a better gift for someone you care about than to ensure they receive the care they need?

Our Home Care Team is here to enable older people get the help they need to remain confidently at home in familiar surroundings.

So please 'Share Our Care'! Turn back to the inside back cover to refer your friend today!

Will You Support Our Heroes?

'Hero's Wish' honours veterans and war widows by fulfilling their dreams and adding to their treasured memories.

To make a donation to Hero's Wish, please complete the form below and send it to:
Ms Janna Voloshin, CEO, Vasey RSL Care, PO Box 203, Hawthorn VIC 3122



I would like to donate \$ _____ to support Hero's Wish.

- My cheque, payable to Vasey RSL Care, is enclosed
- Please debit my credit card: number* | _ | _ | _ | _ | ■ | _ | _ | _ | ■ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _
- Mastercard VISA Name on card:* _____

Signature:* _____ Expiry:* ____/____ CVV* _____ (3 digits)

Address: ** _____

Phone: _____ Email: ** _____

* Please provide these details so we can process your donation.
** Provide address &/or email if you would like a receipt sent.

Or, donate online:
vaseyrslcare.org.au/donate/

