



A Celebration of Centenarians

Vasey RSL Care Frankston South has 10 residents who are 100 years old, or more, and a fabulous party was held recently to celebrate them all - Gwen Paxino, Doug Smith, John Nankervis, Joy Parker, Margaret Brew, Wyn Paris, Don Mackintosh, Joan Delaney, Phyllis Ketting-Olivier and Dorren O'Brien.

Board Chair, Mike O'Meara OAM, congratulated our centenarians and noted what an honour it is for our organisation to have these men and women with us, all of whom are veterans or war widows from World War II.

Lifestyle Coordinator, Ruwan, and his team, put on a wonderful event with delicious party food, gifts and flowers for each guest of honour, a champagne toast and a celebration cake, which was cut by John and Gwen, both aged 100.

It was great to have so many family members come along to join in the festivities with their loved ones. To make the celebration even more

special, Nick McCallum from Channel 7 News, came along to chat with our residents and cover the celebration for the Saturday news!



From Our CEO

Serving History With Love

Throughout our 20th Anniversary Year, we have been celebrating 'Serving History With Love'. Serving Those Who Served is Our Purpose and over the past two decades, we have faithfully strived to fulfil that purpose, honouring all those who have sought support and care from our organisation.

I am delighted that our **Recipe Book** of the same name, is now available for you to purchase, online, at our aged care homes, central office and the V Centre. As well as sharing their wonderful family recipes, our contributors have also shared the stories behind them. The book is \$50 per copy with all profits going directly to support veterans at the V Centre, so I encourage you to buy a copy, or a few! (See opposite...)

Saluting Excellence Conference & Awards

Our annual staff Saluting Excellence Conference and Awards took place at the end of November (see pages 4 and 5) and I'd like to congratulate all our award nominees and winners, and I'd like to thank all those who nominated a staff member. Thanks also to our Conference Sponsors whose financial support is vital, and so too is their ongoing support throughout the year in helping us provide services to our community. My sincere thanks to all our Sponsors.

AGM and Annual Reports

Our Annual General Meeting took place in mid-November with the presentation of our Impact & Outcomes Report and our Annual Report: please read more opposite.

Building for the Future

We are now into the final year of the 2021-25 Strategic Plan and it is pleasing to note that most of the key milestones are complete or approaching completion. However, one project that has taken longer than scheduled is the Bundoora ex-service accommodation (Affordable Housing) development due to the approvals process. We now have the green light and building will begin early in the new year.

We are also working on plans for an upgrade to our Frankston South residential aged care and ex-service accommodation site. This site is over 60 years old and many of the buildings are getting to the point where maintenance costs exceed the value of the buildings. Our organisation is not selling: I want to make that absolutely clear. In fact, we want to invest in this site



to ensure that we can respond to the changing needs of the veteran community as we go into the next decade. Our plans are not complete but they are taking shape. We will upgrade and extend the ex-service accommodation, and, we will be building retirement living, as well as creating a community space close to Overport Road. This is a 5-7 year project and will take place in a number of stages. We will be communicating more about this in the coming months.

New Aged Care Act

We were pleased to see the passage of the new Aged Care Act through Parliament on 25 November. This will come into effect on 1 July 2025 and we will be providing more information in the new year to our Home Care and Residential Aged Care communities. We are pleased to have been asked to participate in the Federal Department of Health & Aged Care's pilot program for monthly care statements. This is helpful to us in preparing for this future mandatory requirement.

Advocacy & Funding Submissions

We are delighted to have been successful in three recent grant applications: firstly a DVA Veteran Wellbeing Grant for the purchase of vehicles for the V Centre Veteran Empowerment Program enabling expansion of the program; secondly, from the Victorian Government's Victoria Remembers Grants to create a Memorial to Mrs Vasey and to those who have served, at our Brighton East Aged Care Home; and thirdly from the Victorian Government's ANZAC Day Proceeds Fund to expand the Program for the V Centre. We are very grateful for each of these grants to support our work.

There is much work still to be done and I hope for a fruitful new year for us all.

Janna Voloshin,
Chief Executive Officer

Buy Your Celebration Recipe Book Online Today!

Serving History With Love: A Vasey RSL Culinary Journey

This special 20th Anniversary Recipe Book includes a broad range of recipes from our residents, clients and their families – together with the stories behind them.

Priced at \$50, all profits go to the support of the veterans participating in the V Centre Veteran Empowerment Program.

What a great Christmas gift...



Order now and we'll get them to you as soon as we can!

Alternatively, we will be making them available at our aged care homes, the V Centre and Central Office, so drop in and pick one up.



Board Unchanged and a Profitable Year

This year's Annual General Meeting took place at Box Hill RSL Sub-branch on Thursday 14 November 2024, with some attending in person and some online as has been the practice for the last few years.

Board Chair, Mike O'Meara OAM chaired the meeting, acknowledging the indigenous custodians of the lands on which we met and holding a minute's silence in honour of all those who have lost their lives in service.

Mike noted that the difficult years had resulted in some Board introspection, leading to research and to a renewed sense of confidence in the future.

CEO, Janna Voloshin reported on a year in which more than 106,000 nights of affordable accommodation have been provided, 110 new Veterans' Home Care clients supported, and the majority of the 2021-25 strategic objectives complete or on target.

Board member and Chair of the Finance Committee, Tracey Bannan reported on a surplus of \$11 million. The Board Membership remains unchanged with the Chair reappointed at the August meeting for a further term.



Full details and copies of the Impact & Outcomes and Annual Reports are online: vaseyrslcare.org.au

We are sad to report that we have just heard that former Board Member, John Cullen, has passed away. We send our sincere condolences to his loved ones.

Serving
History
with
Love

Celebrating
Twenty Years
of Service

20
YEARS

2024 Saluting Excellence Staff Con

The annual Staff Conference celebrated our twentieth anniversary year with the theme 'Serving History With Love' - a time of looking back over the last two decades and looking forward to what's ahead.

Congratulations Award Winners!

Our sincere congratulations to everyone nominated and to all of this year's Saluting Excellence Award winners:



The Jessie Mary Vasey Award for Excellence in Traditional Values:

Amanda Gibson, Operations Manager, Comm Services
Julie-Ann Carr, EA to GM Residential Services
Paul O'Donahoo, Lifestyle Assistant, Bundoora



Excellence in Quality:

Natalie Best, Quality Coordinator
Shelly Nayyer, Facility Care Coordinator, Frankston South



Excellence in Camaraderie:

Nicole Keen, Operations Coordinator, Finance/Admin
Briamba Talbot, Program Support Worker, V Centre
Teena John, PCW, Bundoora
Don Agra, Lifestyle Assistance, Brighton East
Ravinder Kaur, PCW, Brighton East
Melissa Hunt, Finance & Office Coordinator



Excellence in Innovative Practice:

Lloyd Faleiro, Accountant
Manuela Udriste, Senior Admin Officer, Brighton East
Krishna Vachhani, HR Advisor - Systems & Process
Nadia Wilson, Business Systems Administrator



Excellence in Person-Centred Care

Sharon Johns, Care Advisor, Comm Services
Neranjala Karunaratne, Laundry Asst, Brighton
Diya Lalchan, PCW, Brighton East
Pabitra Rai, Team Leader RN, Brighton East
Manprit Kaur, PCW, Bundoora
Rachel Del Giudice, Facility Care Coordinator, Frankston South
Lisa Raguz, Enrolled Nurse, Bundoora



Excellence in Dignity

Aaron Singh, PCW, Frankston South
Jennifer Baker, Service Coordinator, Community Services

Jelena Dokic - 'Determined to Thrive'

"Don't you dare say anything or I will kill you."

This is how Jelena began her keynote presentation - these words were said to her frequently as a young tennis player: as she strived to make it in the tough tennis world, she was being mentally and physically abused by her father.

Jelena's story is one of overcoming adversity, and going on, not to just survive, but to thrive, by finding her own voice and reclaiming her life by speaking up.



Kritika Khanna, PCW, Frankston South
Hwi Ling Lim, PCW, Brighton East



Excellence in Security

Tanu Goyal, Governance Officer
Bai Ling Yang, Laundry Assistant, Brighton East



Excellence in Fulfilment

Linda D'Sylva, Lifestyle Coordinator, Bundoora
Rosemary Willis, Lifestyle Coordinator, Brighton East
Rafael Mendoza Jaraba, PCW, Brighton



Outstanding Achievement Award:

Robyn Brown, PCW, Frankston South
Mia McCasey, PCW, Brighton
Carol Hamilton, Residential Manager, Brighton East



ference and Award Presentation

A Few Highlights...



Board Chair, Mike O'Meara OAM, gave the official welcome, then asked for votes for eight songs the Board had chosen to represent 'the essence of Vasey RSL Care'. Top place went to 'Count on Me' by Bruno Mars.



Special guests, past RSL Victoria President, Major General David McLauchlan AO AO (Mil) (Ret'd) and his wife Louise, Bruce Curl and great granddaughter of Mrs JM Vasey OBE CBE, Annaliese Campbell, cut the celebration cake in honour of our 20th anniversary.



CEO, Janna Voloshin shared lessons she'd learned and reminisced about becoming CEO: "I felt like I'd been anointed by David!"



Four audience members enjoyed a Virtual Reality experience.



Well known magician, Dom Chambers wowed us, made us laugh and totally confused us with his 'Modern Day Magic'.

Thank You

The Conference would not be possible without the financial support of our sponsors - our sincere thanks go to all this year's sponsors. To those who came along, we hope you enjoyed the day and to those unable to make it this year, there is always next year!

Our Major Sponsors:

Our Supporting Sponsors:

Vasey RSL Care Bundoora



Residents at Vasey RSL Care Bundoora commemorated Remembrance Day with a beautiful service, supported by bagpiper, Atholl Robertson, Bugler, Richard Linton, ADF representative Colonel Paul McArthur, who gave the address, staff and volunteers. Acting RM, Thushara Liyanage welcomed all and wreaths were laid by

residents Maurice, Henry, Liz and Graham; volunteer Terry; staff member Amelia; Senior Executive Officer, Tamara Paton; HR Advisor, Learning & Development, Geoffrey Bardwell. Liz Evans recited 'Our Memories' and Laurie Connor, The Ode. Thank you to all who attended and helped out.

Vasey RSL Care Brighton East



A moving Remembrance Day service was held at Vasey RSL Care, Brighton East. Thank you to all those who joined us and to those who participated in the service: Bill, Geoff, Harold, Garry, Heidi and special guests Jim Dale - military historian from the Highett RSL and Vasey RSL Care Board of Directors member, Tony Carr. After some time in the surprisingly hot sun, it was nice to get inside and enjoy some morning tea and lively discussions with friends and family.

Vasey RSL Care Brighton

Veterans, residents, staff, family and friends at Vasey RSL Care Brighton commemorated Remembrance Day with a very moving service. Wreaths were laid by Gloria Anderson and Rich Davey, GM Community Services.

Thank you to residents Barbara, Betty, Marie, Graeme and Judy for participating in readings and raising the flag.



Vasey RSL Care Frankston South



At Frankston South, residents, staff and guests marked Remembrance Day outdoors in the Paxino Courtyard. Acting RM, Nik Patel welcomed everyone on a glorious spring day. We were very pleased to have Captain Ben Favelle as our guest speaker and to welcome back Rev Garry Gason to make an address and lead us in prayer.

Residents, John and Norma, and General Manager Residential Services, Corinne Lyon, laid wreaths.

Residents Jean and Geoff recited 'Flanders Fields' and The Ode.

Lest we forget.



ESA Residents Visit ‘The Path of the Horse’



As part of the Department of Veterans’ Affairs (DVA) Veterans’ Health Week from 13 to 20 October, Manager of Vasey RSL Care’s Ex-Service Accommodation (ESA), Amanda Smith, arranged for a group of five veterans from our Cheltenham site to visit ‘The Path of the Horse’.

Located at Trentham in Victoria and run by Dean Mighell, this is a charitable organisation that promotes healing and improving mental health through interactions with horses.



“Dean, and Shona Boulton who is an ESA resident and regular visitor to The Path of the Horse, greeted us, provided refreshments and an explanation of the program,” said Amanda.

Dean explained that the calmness and stillness that horses provide has had such an impact on his life, and this, combined with his extensive psychotherapy training has culminated in the equine-assisted learning and psychotherapy he specialises in.



“Dean showed us out to the covered arena and invited residents to interact with the horses as they were comfortable to do so.



“The horses were all so calm and it was great to see the residents enjoying the closeness and interactions with the horses,” noted Amanda. “It was clear that all the horses had their different personalities and Shona and Dean gave us information about how each of them came to be a resident on the property, as well as the differing ways they have seen the horses interact and help visitors.”

The Path of the Horse supports a wide range of communities and people - of different ages and experiences and from all walks of life. They proudly support veterans, as well as emergency service personnel and their families, NDIS participants, people with autism, and those facing challenges such as addiction, self-harm, grief, depression, anxiety and other conditions.

Their website answers the question: Why horses? “Horses possess an extraordinary ability to alleviate stress, and a truly unique capacity to share their empathy with humans. These gentle beings also excel at being great listeners.”

“The residents were invited inside for a delicious lunch: it was a great day and an experience that is truly special,” Amanda notes. “Thanks to Dean and Shona for hosting us and to Paul Franklin for driving the bus.”

Thank You Ringwood RSL Women’s Auxiliary

Celebrating their 80th anniversary this year, the Ringwood RSL Women’s Auxiliary invited GM Veteran Services, Chris Gray, and V Centre Program Manager, Deb Fraser to join them for their celebrations.

During the afternoon, the committee presented Chris and Deb with a cheque for \$2,000 for the V Centre.

This is not the first time that the Ringwood Women’s Auxiliary has donated to the V Centre, and Chris thanked them for their ongoing support, noting that this will be used to support activities centred around the Outdoor Wellness Program.

Pictured are (from left): Carolyn Smith, Rae Rodkin (Treasurer), Carole Powell (Vice President), Chris, Deb,



Maree Walters (Secretary), Lyn Coad (President), Carol Wilson and Jan Dunstan.

Chris Participates in Pollie Pedal 2024

The annual 'Pollie Pedal' is a fundraising bike ride. This year's ride raised a quarter of a million dollars for Wandering Warriors, a charity that support veterans, and Chris Gray, GM Veteran Services was one of this year's riders.

The ride is not for the faint-hearted.

Starting in Gosford, NSW, it wound its way via Pokolbin, Merriwa, Murrurundi, Tamworth, Armidale, Dorrigo and South West Rocks to finally arrive at Port Macquarie, 1001km and eight days later, and with a heap of climbing and descending almost every day.

The Pollie Pedal was initiated by former Prime Minister, Tony Abbott in 1998 and has covered 24,000km and raised around \$7 million for various charities over that time.

A number of current and past politicians took part - Tony Abbott, Hon Angus Taylor MP and Shadow Treasurer, and Hon Dr David Gillespie MP - along with riders from the ex-service community, including Adam Kent from Asset Connecting Communities, who rode in Chris's team.

Wandering Warriors' mission is to provide life-changing opportunities for special force's veterans and their

families. Their goal of \$250,000 was just passed, with a total of \$251,522 raised.

Congratulations to all who took part and thank you to those who sponsored Chris and the other riders.

Photos: clockwise from top row: Tony Abbott and Chris Gray; Adam looking quite chuffed that Tony Abbott is fixing his puncture; the riders stop to honour those who lost their lives in the terrible Kempsey bus crash in 1989; riding past vineyards; the full group.



Tour for Petrol Heads

A group of V Centre participants scored tickets through RSL Active to a V8 Supercar experience at Grove Racing (Penrite Racing) in Braeside in early November.

It was a hands-on interactive tour, taking in Ford's racing Mustangs and meeting Grove Racing's drivers - Matthew Payne, Richie Stanaway and Garth Tander.



Pictured are V Centre participants Steve (l) and Damo (r) with driver, Matthew Payne.

Supporting Poppy Day

Two of our Cheltenham Ex-Service Accommodation (ESA) residents gave up their time to support the annual RSL Remembrance Day 'Poppy Appeal'. This annual appeal has been going for more than 100 years to support Australian veterans and their families.

Alan and Sandra took up their position at Southland Shopping Centre selling badges and poppies to shoppers.



Partners in Residents' Palliative Care

Vasey RSL Care has become a 'Dignified and Respectful Decisions Partner' with Palliative Care Victoria. This Project focuses on collaborative care between families and the care team to enhance the experience of living and dying in residential aged care.



At Vasey RSL Care, our Vision is, 'That those we serve live with independence, control and dignity, feeling safe, valued and respected', and we work to ensure the best possible levels of person-centred care at all stages of life.

We are very pleased to partner with Palliative

- Guiding families to advocate for their loved ones and make decisions that fit with their wishes
- Working collaboratively to support families to have informed conversations
- Helping families understand palliative care and its benefits on quality of life
- Supporting family members as decision-makers and with their own wellbeing

"We can always learn more about supporting our residents and their families at this most difficult stage when the resident is approaching the end of their life," says General Manager – Residential Services, Corinne Lyon. "For family members, this time can be very emotional and stressful, especially for those with the responsibility of decision-making.

"The resources available through the Project will be a great help to family members who have not been in this situation before," comments Corinne. "It gives our care staff a new range of resources to help them, including the key 'Being prepared as a family decision-maker' booklet.

"We believe this partnership with Palliative Care Victoria will expand our ability to provide caring and helpful support to our residents' loved ones," says Corinne.

Care Victoria (PCV) and their Dignified and Respectful Decisions Project, which shares these same goals for older people. This DHAC-funded project provides information and resources for staff and for family members who are supporting older people living in aged care. In particular, it supports informed decision-making by providing those who take on the decision-making role for their loved one. It helps provide a better understanding of their role so they are prepared for what's next and can navigate conversations around caring for their loved one. The Project focuses on:

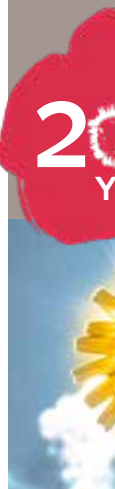
Improving Palliative Collaboration

This year, Vasey RSL Care Frankston South has been participating in a 'Community Palliative Care in Aged Care' one-year Pilot Project with Peninsula Home Hospice, funded by the Victorian Department of Health: it focuses on education and empowerment of staff to ensure that all residents have the opportunity to die with dignity.

The Program centres around establishing a significant collaboration between residential aged care providers, and local community palliative teams consisting of a nurse consultant, counsellor and specialist palliative physician. This enables the provision of ongoing support, advice and training so that the aged care staff can confidently deliver end of life care that improves

the resident's experience, as well as reducing hospital admissions.

Vasey RSL Care Senior Quality Manager Lisa O'Driscoll says she has seen a massive improvement in the confidence and skills of her staff since the project started: "Just because a nurse works in residential aged care does not mean they can provide specialist palliative care. If there's a resident with really complex needs, they require more specialist palliative care involvement," she said. "This pilot has been highly beneficial in empowering our staff, and even though it is a one year pilot, the model and learnings will be embedded into our practice."



6 Degrees of Separation?

Rosie Willis, Lifestyle Coordinator at Vasey RSL Care Brighton East, has found our community to be very interconnected and shares this story.

“We’ve had a long relationship with Bentleigh RSL who are very supportive of our community,” says Rosie.

“A new resident, John, is a life member at Caulfield RSL and through him, we were put in touch with their Welfare Officer, Greg Parr: as a result, he spoke at our Vietnam Veterans commemoration in August. This led to meeting a resident from Vasey RSL Care Brighton, Graeme, a Vietnam Veteran.

“From this, regular Veterans lunches began at the Highett RSL, and the topic for one of these was the Battle of Leyte. Then we discovered that our resident, Harold, was actually at the Battle of Leyte!

“Harold is connected through his family to Vietnam Veteran and volunteer, Garry Walker. Harold contacted Quilts of Valour Australia to put in a request for a quilt for Garry, which was presented by Wyn Roper, and features horses - a particular passion of Garry’s - and the subject of a painting by him of a Lighthorseman riding a Waler which hangs proudly in our entry.

“So it turns out that Garry is a member of Highett RSL, and through him we are now in contact with their Welfare Officer, Roger Hynde, who has set up one-on-one visits to our veterans here at Vasey RSL Care Brighton East, which is greatly appreciated.

“And, we were able to borrow their historian, Jim Dale, for our Remembrance Day service this year, where he and Garry gave an address.

“But it’s not just RSL Sub-branches,” continues Rosie. “Before he retired, Rev Kevin Pedersen was a regular visitor and supporter of our community, and now, his wife, Rose, who leads the Ormond Anglican Strings, has organised a concert for our residents.

“And recently, one of our residents’ family members who has grandchildren at Gardenvale Primary School helped arrange visits from their Grade 4 class - and we look forward to this becoming a regular part of our calendar in 2025.

“These links and connections are so helpful to us in supporting residents to stay connected to the community and we greatly appreciate the wonderful support from all those mentioned.”

Please see our website for all the photos relating to this item: www.vaseyrslcare.org.au - Stories & Events.

New ‘Lone Pine’

We would like to thank the Mornington Peninsula Legacy Group for donating a new Pine seedling for our gardens at Vasey RSL Care Frankston South.

This will replace our previous Lone Pine, which had stood for many years, before coming down in winter storms this year.

Lifestyle Coordinator, Ruwan, accepted the tree from Mornington Peninsula Legacy Group members Barry and Lynn Smith, and is looking after it until a suitable location is chosen.



Reminder: Food Services Feedback

Our food services provider, Morrison Living (formerly 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 Morrison Living staff can assist. Alternatively, simply scan the QR code shown here to access the system.

Feedback is collated and reports sent to Residential Managers each month.

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



No Veteran should be Homeless this Christmas



Brad (right) is fortunate to be at the V Centre this Christmas, embarking on a program of healing, supported by those around him – other veterans, experienced staff and our veteran-specific services partners.

Things could have been very different.

Just eight weeks ago, he was sleeping rough in a country town with nothing more than a bag of clothes and a doona. Having been medically discharged from the ADF, his world had fallen apart and he had no idea where to turn.

Brad was put in touch with the V Centre by homeless community housing and within days he was on a bus to Ivanhoe.

We must be there for people like Brad.

As a not-for-profit organisation, we are increasingly dependent on donations and sponsorship to support life-saving services for the veteran community that are not funded by government – our ex-service accommodation and critically, the V Centre.

Would you consider setting up a Regular Donation to the V Centre? Your support is life-saving.

“If it wasn't for the V Centre I would be on the streets and not allowed to see my son.”



Summer 2024-25

Will You Support Our Veterans?

Vasey RSL Care is a not-for-profit with charitable status: all donations of \$2 or more are tax deductible.

To make a donation please complete the form below and send it to:

Ms Janna Voloshin, CEO, Vasey RSL Care, PO Box 203, Hawthorn VIC 3122

One-off Donation: I would like to donate \$ _____ **Regular Donation:** I would like to donate \$ _____ per month#

My cheque, payable to Vasey RSL Care, is enclosed (One-off donations only)

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.

We will be in touch to set up your Regular Donation. Please ensure you provide your preferred contact details.

Or, donate online:

vaseyrslcare.org.au/donate/



Vasey RSL Care Ltd | ABN 88 109 464 360 Registered Office: 172 Burwood Rd (PO Box 203) Hawthorn VIC 3122

Patron: The Honourable Margaret Gardner AC, Governor of Victoria

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Home Care & Veterans Home Care 03 9810 5570 | **Ex-Service Housing & Veteran Support** 03 9810 5500 (opt 2) | **The V Centre** 03 9810 5589

Residential Aged Care: Brighton 03 9596 7485 | Brighton East 03 9519 3400 | Bundoora 03 9466 9615 | Frankston South 03 9787 2844

Summer 2024-25