

Vasey RSL Care Wins Two AACQA Awards

Vasey RSL Care has won two Australian Aged Care Quality Agency (AACQA) Awards for Better Practice.

One award was for the 'Memories Through Music' program instigated at Vasey Brighton East a year ago. This program was aimed specifically at residents experiencing memory loss and was inspired by a US documentary, 'Alive Inside'. The film showed how social worker, Dan Cohen, developed a program to enable people with memory loss to listen to music that was meaningful to them, using iPods.

The program helps reawaken memories with music that is specific to the individual: it has involved educating staff and families about the concept, and having family members help create personalised play lists for their loved ones.

The other award was for 'Living Our Values & Promises', a submission about our long-term project to engage with our community and staff, to better understand their needs and develop collaborative

strategies for the future of the organisation.

Our Values and Promises were developed from this project and have formed the basis of our service delivery.

"I am delighted that the AACQA has judged our organisation to be worthy of these awards," says Janna Voloshin, CEO.

"This is a wonderful commendation of our care. I would like to thank all our staff for keeping our residents, clients and consumers always at the centre of what we do."



A resident listens to music that has meaning for him and rekindles old memories.

Thank You, War Widows Guild of Australia (Vic)

In our Winter issue we reported on our sudden need for two new buses to replace two that had failed to comply with the Department of Transport Safety Victoria's requirements.

We are delighted to report that thanks to the generosity of the War Widows Guild of Australia (Vic), RSL Park Frankston South is now in possession of a brand new bus.

"We are very grateful to everyone at the WWG for this very generous donation," said Janna Voloshin, CEO. "It means so much to our residents at Frankston South to be able to get out and about again."

Each of our buses is essential to the Lifestyle Program to ensure that all residents - those with and without mobility issues - can experience a full range of activities outside the home. The bus, pictured here with Residential Manager, Jane Jones, is specially adapted with a lift for easy access for those using walking frames or wheel chairs.



From the CEO

There has been a great deal happening in our community and I'm delighted to bring you this update.

Identity Update

Earlier this year, the Board agreed to a number of changes that will make it easier for us to provide senior Victorians with the best possible care and support. The changes are:

- we have introduced, 'Our Purpose - Serving Those Who Served'
- 'Our Promises' have been updated
- our logo is bolder to stand out better
- the names of our homes will be changed:

<i>From</i>	<i>To</i>
ANZAC Hostel	Vasey RSL Care Brighton
RSL Park	Vasey RSL Care Frankston South
Sir William Hall Hostel	Vasey RSL Care Ivanhoe
Vasey House	Vasey RSL Care Bundoora
Vasey Brighton East	Vasey RSL Care Brighton East

Also, 'Vasey RSL Care - Home Care' will become 'Vasey RSL Home Care' and the ANZAC Day Therapy Centre will become Vasey RSL Senior Wellbeing Centre (Day Therapy Centre).

Independent Living Villages will be known as 'Vasey RSL Village: Cheltenham' and so on.

These changes will be introduced over the next year. We will continue to care for you and/or your loved one as we always have: we are conscious that change can be difficult, but I hope you will soon see the benefits of these changes to our whole community.

Thank You

We are very grateful to the War Widows Guild of Australia (Vic), for their generous donation for a new bus for RSL Park Frankston South (front page). This will make a major difference to our residents, and to our Lifestyle Team who have had their imagination stretched as they worked to try and keep activities interesting whilst a bus was not available.

Congratulations

In the Queen's Birthday Honours in June, Board Member Mike O'Meara was awarded an OAM for his service to veterans and their families, and to the community of Kilsyth. Congratulations Mike!



We also congratulate Rob Webster OAM on his new role of President of RSL Victoria. As a result of this role, Rob has stood down from our Board. I would like to thank Rob for all the work he has done for our organisation as a Board member since 2004 and send him our best wishes in his new role.

CEO SleepOut

I took part in my first CEO SleepOut on 22 June (one of the coldest nights this winter) and had the chance to meet some of the people who have been helped by St Vincent de Paul through their homelessness programs. It was a humbling experience to hear their stories: the following night, I was even more appreciative of the roof over my head.

I want to say thank you very much to everyone who made a donation to support my participation and to help raise \$6,517 for Vinnies. I was touched to receive such generous support from our community. Thank you.

Awards

I am delighted that our organisation has won two AACQA Better Practice awards this year, bringing our total in 5 years to 9 awards! I congratulate Vasey Brighton East for their 'Memories Through Music' Program submission and Annette Greenwood, GM Quality & Risk, for the successful 'Living Our Values and Promises' submission.

I would like to finish by drawing your attention to our new 'Hero's Wish' Program (page 7) and some coming events: Veterans' Health Week (see back page), our Travelling Art Raffle (back page), the staff awards (opposite) and our conference in November (page 7).

I hope you enjoy reading about these and other activities in this issue.

Janna Voloshin, CEO



Saluting Excellence Awards - Vote Now!

As a care provider, Vasey RSL Care seeks the best possible staff to help us achieve our Vision - Excellence in Care for the Ex-Service Community.

We aim to attract the best people to the organisation and to support them as they progress in their working lives, so that our clients, residents and consumers receive the best quality of care possible.

It is important to recognise staff members who perform their roles in an exemplary manner and who play an important role in the lives of the people in our care. These staff members act as a model and inspiration to others around them.

One way that staff are acknowledged is via the Saluting Excellence Awards, held each year.

We encourage our whole community - residents, clients, consumers, family members, friends, staff and volunteers - to nominate a member of staff if you have seen or experienced them demonstrating excellence or doing something that you felt deserved acknowledgement. The awards are open to full time, part time and casual staff members.

Look out for more details about the awards nomination process either in your letter box, or at residential homes, and online. Nominations close at 5pm on 25 September.

Note: for conference sponsorship, see page 7.

2017 Award Categories

The 2017 Saluting Excellence Awards have the following categories:

- Excellence in Service Delivery Award
- Excellence in Innovation Award
- Excellence in Safety Award
- Excellence in Coaching & Support Award
- Excellence in Leadership Award
- Site Carer of the Year Award
- Carer of the Year Award
- Nurse of the Year Award
- Ambassador of the Year Award
- Magnet Award

From the winners of the above categories, one will be chosen to receive the CEO Award.

Below: last years winners of the 'Excellence in Service Delivery' Awards, presented by Lee-Anne Suryrn, GM Aged Care Services (back row far left) and Janna Voloshin, CEO (front row, second from left) were (back row) Sandra Butler, Wes France, Mishelle Ansems, Neville Lin and Craig Hall; (front row) Nadia Wilson, Meri Timos, Maria Ferenc and Sofia Ali.



Senior MasterChef 2017 - A Christmas Treat

Senior MasterChef has become one of the most anticipated events on the Vasey RSL Care calendar! This year's theme, Christmas in July, was seized upon by our teams, who got to work to produce their amazing competition entries.

The room at the Frankston RSL had a wonderful festive air and a generous amount of red and green.

"The standard of contest entries just keeps rising," said Janna Voloshin, CEO. "I am so impressed with how professional they look - and how good they taste."

The Catering Corps from HMAS Cerberus were kind enough to provide us with our judging panel again this year. Sergeant David Talbot, Air Force, Sergeant Margarita Obien, Army and Sergeant Rick Fenn, Navy (below left) were unable to avoid wearing party hats as they undertook the enjoyable but difficult task of assessing the entries. Thank you to Ships Warrant Officer Brendan Woodsell OAM CSM, for organising our judging panel this year.

Marks are awarded for three categories: the 10-minute presentation that the team gives, the physical display of the entry, and sampling the entries – smelling, tasting and checking the texture and consistency. Teams must also show how residents have been involved with the preparations and how the entire home has supported their entry.



Congratulations to the team from Vasey Brighton East on winning this year's Senior MasterChef Challenge - pictured with their winners' medals and trophy, CEO Janna Voloshin (far left) and the three members of the judging panel.

Guests were entertained with delightful presentations, including ANZAC Hostel Brighton's competition to make a mini version of their delicious Chocolate Christmas Tree (below middle, with assistance from Grace); Sir William Hall Hostel Ivanhoe made us laugh with their story of waking Santa up and asking him to come to our event - in July!; RSL Park Frankston South showed an interview of one of their residents talking about her 60-year-old Christmas Cake recipe; and Vasey House Bundoora's entire team were dressed as Christmas elves along with Santa and Mrs Claus (below right).





Senior MasterChef Annual Challenge

Christmas in July

Of course, everyone wants to know what the entries taste like and our resident cake cutter, Janna Voloshin (aka our CEO) led the cake-cutting to share it around.

The judges were very complimentary about all the entries, and after tallying their marks, **Vasey Brighton East** were announced as this year's deserving winners, for their delicious Christmas pudding with custard and scrumptious 'White Christmas', accompanied by a beautifully displayed book of residents' Christmas memories and a moving presentation from their residents and volunteers.

Congratulations to all the teams for making this such a fun and fiercely contested Challenge. We look forward to another fabulous contest next year! As you know....

There's more at stake than cake!

Entries, from top right: (1) Vasey Brighton East's Christmas Pudding and custard with 'White Christmas' spilling from a bonbon. (2) Vasey House Bundoora's beautiful round Christmas pudding brought in hanging on a pole and wrapped in muslin, also served with custard. (3) RSL Park Frankston South's traditional Christmas Cake from a 60-year-old recipe. (4) Sir William Hall Hostel Ivanhoe's Sleeping Santa with amazing detail right down to his toes. (5) ANZAC Hostel Brighton's Chocolate Christmas tree with three delicious flavours of frosting.

Below: the audience enjoying the presentations.



Vasey Brighton East Certificate Presentation

Staff at Vasey Brighton East were surprised and delighted to be one of five Aged Care Homes that Calvary Health Care Bethlehem honoured for excellence in end of life care during Palliative Care Week earlier this year.

"I am very proud of this acknowledgement of our caring staff," says Anna Borkowska, Residential Manager at Vasey Brighton East. "Caring for and supporting our residents and their families is a privilege to us. I would like to commend all our staff for the dignity and respect they demonstrate."

Gail Hessel, Manager Community Palliative Care Service (third from right), and Lisa Crammond (far right) from Calvary Health Care Bethlehem are



pictured presenting the certificate to Residential Manager, Anna, with (from left) Santosh Poudel, Jeng Wong, Jason Starr-Nolan and Lee-Anne Suryan (GM Aged Care Services), and Evalyn Kaaya (second from right).

Congratulations to all at Vasey Brighton East for the care and support offered to all our residents.

"Turning 100 is a Mere Trifle these Days"

When we interviewed Edna Neubecker, still living independently at our Hawthorn Independent Living Units (ILUs), earlier this year, she described herself as 99 1/2 and commented that turning 100 is a 'mere trifle these days'.

It is certainly true that more people are reaching this milestone, but most of us would probably agree that it is still a major achievement and one to be celebrated!



Edna enjoyed a great party with friends and family at the local bowling club, where she received greetings from Queen Elizabeth II and Australia's Governor

General, along with many cards and flowers.

CEO, Janna Voloshin, and Independent Living Unit Manager, Carmel Brownbill dropped in to wish Edna a happy birthday (pictured).

"My unit looks like a florist shop", said Edna.

Edna has had a long and happy life, but not one untouched by sadness. She was born in Bright, but when her father died after a construction accident when Edna was very young, the family moved to Melbourne.

Edna met her husband when she was 28 in 1945, and they had 35 happy years together. Burnie died in 1980, and Edna has lived without him for 37 years.

Edna is still in touch with a friend from school, Kath O'Donohue, who became a Catholic Nun, Sister Mary Angela. She turned 100 almost a year before Edna: "Oh yes - she received a card from the Queen and congratulations from the Pope!" Edna says.



What do **You** Wish for?

We are very excited to announce 'Hero's Wish'! This is a program that will fulfill the wishes of war widows and ex-service personnel in the Vasey RSL Care community.

Many of us have a desire to experience something, or visit a special place, maybe see someone important to us, or re-live a treasured memory.

What is your wish?

Hero's Wish is open to those who have served with the Australian or allied forces and the widows or widowers of ex-service personnel, living in our residential homes, independent living units (ILUs) or using our Home Care service.

This is a very humble group of people who rarely ask for anything. So they might need a little encouragement from family or friends to tease out what it is they may wish for.

How do you make a wish?

Hero's Wish forms will be available soon. Simply write your wish on a form and drop it into the Wish Box in each residential home, or those in ILUs or receiving

home care, can mail the form.

Anyone with Internet access can make a wish via our website.

How will the wishes be decided?

A Wish Committee will consider all wishes submitted. It is not guaranteed that all wishes will be fulfilled, but we will do our best to grant the wishes of our war widows and ex-service personnel as far as possible.

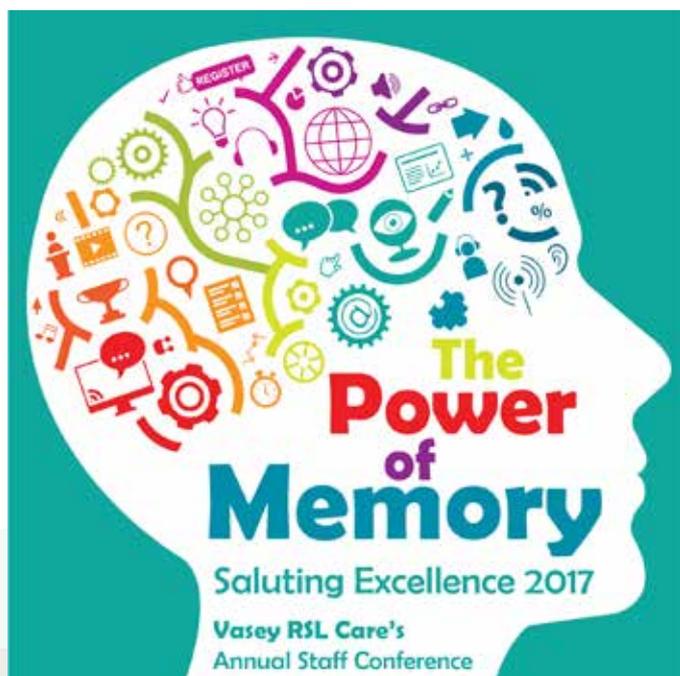
How are wishes funded?

As soon as the wishes have been agreed on, we will run a fund-raising campaign to fulfill the wish/wishes.

Look out for more information coming soon!



Saluting Excellence Conference Sponsorship



This year's Saluting Excellence Conference will be taking place at Fenix Restaurant on Thursday 23 November.

This annual event celebrates our staff and recognises the care and support they give every day to those entrusted to our care.

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

Major Sponsorship:

From \$1,000 to \$3,000 (plus GST)

Supporting Sponsorship:

From \$500 to \$999 (plus GST)

For full details, please contact Fran on 03 9810 5500 or email communications@vaseyrslcare.org.au

Win a Wonderful Original Painting!

Regular readers may remember the talented artists living at our Hawthorn Independent Living Units (ILUs).

Norma Copeland (pictured) has generously donated two of her works so everyone has a chance to win their own original painting: 'Enjoy the Change' (below left) and 'Sorrento Memories'.

Raffle tickets are \$5 for 1 or \$10 for 3 and are available from reception



at all homes and central office. All funds raised will go to the art programs at the five residential homes.

The paintings are 'on tour', spending two weeks at each home, before returning to Central Office. Please check the news section of our website to find out

when they will be near you.

The raffle will be drawn - by the artist herself - on Tuesday 31 October at 3pm.

Thank you to Norma for this lovely donation and for helping support the creativity of our residents.

VETERANS' HEALTH WEEK

Physical Activity 21 – 29 October 2017



AN AUSTRALIAN GOVERNMENT INITIATIVE

Vasey RSL Care is once again supporting the Department of Veterans' Affairs 'Veterans' Health Week' this year, 21 to 29 October.

The focus of our activities will be to support our Independent Living Unit (ILU) residents and work with nearby RSL clubs to provide events around the theme of 'Physical Activity', of interest to war widows and ex-service personnel.

Don't miss this great opportunity to take part, look after your health and get to know other people.

More details will be forwarded to all ILU residents closer to the events, so please look out for details in your letter box.

Note: events are open to all war widows/ers and ex-service personnel.

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 W www.vaseyrslcare.org.au

Brighton
21 Downes Avenue
Brighton 3186
03 9596 7485

Frankston South
85 Overport Road
Frankston South 3199
03 9787 2844

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

Ivanhoe
63 Edwin Street
Ivanhoe 3079
03 9457 5933

Bundoora
5 Tower Avenue
Bundoora 3083
03 9466 9615

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